

City of Round Rock  
REQUEST FOR PROPOSALS  
CITY WIDE TELEPHONE SYSTEM

PART I  
GENERAL

1. **PURPOSE:**

- 1.1 The City plans to procure a highly redundant feature rich VoIP premise based or hosted voice network solution to replace the existing Centrex/Plexar telephone network and anticipates that the system will be installed and cutover in 2010.

2. **DEFINITIONS:** The following definitions will be used for identified terms throughout the specification and proposal document:

- 2.1 Agreement – A mutually binding legal document obligating the Vendor to furnish the goods, equipment or services and obligating the City to pay for it.
- 2.2 City – Identifies the City of Round Rock, Travis and Williamson City, Texas.
- 2.3 Deliverables - The goods, products, materials, and/or services to be provided to the City by Respondent if awarded the agreement.
- 2.4 Goods - Represent materials, supplies, commodities and equipment.
- 2.5 Improvement – Describes any work or modification to City property that adds to the overall value of the property.
- 2.6 Proposal - Complete, properly signed response to a Solicitation that if accepted, would bind the Respondent to perform the resulting contract.
- 2.7 Proposer/Respondent - Identifies persons and entities that submit a proposal.
- 2.8 Purchase Order - Is an order placed by the Purchasing Office for the purchase of Goods or Services written on the City's standard Purchase Order form and which, when accepted by the Respondent, becomes a contract. The Purchase Order is the Respondent's authority to deliver and invoice the City for Goods or Services specified, and the City's commitment to accept the Goods or Services for an agreed upon price.
- 2.9 Services - Work performed to meet a demand. The furnishing of labor, time, or effort by the vendor and their ability to comply with promised delivery dates, specification and technical assistance specified.
- 2.10 Subcontractor - Any person or business enterprise providing goods, labor, and/or services to a Vendor if such goods, equipment, labor, and/or services are procured or used in fulfillment of the Vendor's obligations arising from a contract with the City.
- 2.11 Vendor (Sometimes referred to as Contractor) - A person or business enterprise providing goods, equipment, labor and/or services to the City as fulfillment of obligations arising from an agreement or purchase order.

3. **CONFLICT OF INTEREST:**

- 3.1 Effective March 1, 2006, Chapter 176 of the Texas Local Government Code (House Bill 914) requires that any vendor or person considering doing business with a local government entity disclose the vendor or person's affiliation or business relationship that might cause a conflict of interest with a local government entity. The Conflict of Interest Questionnaire form is available from the Texas Ethics Commission at [www.ethics.state.tx.us](http://www.ethics.state.tx.us). Completed Conflict of Interest Questionnaires may be mailed or delivered by hand to the City Secretary. If mailing a completed form, please mail to:

**City of Round Rock  
City Secretary  
221 East Main Street  
Round Rock, Texas 78664**

Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest may automatically result in the disqualification of the Respondent's proposal.

4. **CITY CONTACT:**

All questions, clarifications or requests for general information are to be directed to:

**Charles Green  
Purchasing  
221 E Main St  
Round Rock, TX 78664  
Fax (512) 218-7028  
Telephone (512)-218-6682  
[cgreen@round-rock.tx.us](mailto:cgreen@round-rock.tx.us)**

- 4.1 The individual above may be contacted for clarification of the specifications of this Request for Proposals only. No authority is intended or implied that specifications may be amended or alternates accepted prior to closing date without written approval of the City. Under no circumstances will private meetings be scheduled between Respondents and city staff.

5. **EX PARTE COMMUNICATION:**

- 5.1 Please note that to insure the proper and fair evaluation of a proposal, the City prohibits ex parte communication (i.e., unsolicited) initiated by the Respondent to the City Official or Employee evaluating or considering the proposals prior to the time a formal decision has been made. Questions and other communication from Respondents will be permissible until 5:00 p.m. on the day specified as the deadline for questions. Any communication between Respondent and the City after the deadline for questions will be initiated by the appropriate City Official or Employee in order to obtain information or clarification needed to develop a proper and accurate evaluation of the proposal. Ex parte communication may be grounds for disqualifying the offending Respondent from consideration of award of the solicitation then in evaluation, or any future solicitations.

**PART II**  
**INSTRUCTIONS**

**1. PROPOSAL SCHEDULE:**

**1.1** It is the City's intention to comply with the following proposal timeline:

- |       |   |                          |
|-------|---|--------------------------|
| 1.1.1 | Request for Proposals released            | <b>November 3 , 2009</b> |
| 1.1.2 | Pre-proposal meeting                      | <b>November 18, 2009</b> |
| 1.1.3 | Deadline for questions                    | <b>November 24, 2009</b> |
| 1.1.4 | City responses to all questions/addendums | <b>December 4 , 2009</b> |
| 1.1.5 | Responses for RFP due by 3:00 p.m.        | <b>December 15, 2009</b> |

**1.2** **All questions regarding the RFP must be submitted in writing by 5:00 p.m. on November 24, 2009.** A copy of all the questions submitted and the City's response to the questions will be posted on our webpage, <http://www.roundrocktexas.gov/bids>. Questions shall be submitted in writing to the City contact named above.

**NOTE:** These dates represent a tentative schedule of events. The City reserves the right to modify these dates at any time, with appropriate notice to prospective Respondents through notification on our webpage and email.

**2. PROPOSAL DUE DATE:**

**2.1** Signed and sealed proposals are due no later than **3:00 p.m., December 15, 2009**, to the Purchasing Department. Mail or carry sealed proposals to:

**City of Round Rock, Texas  
Purchasing Office  
221 E. Main Street  
Round Rock, Texas 78664-5299**

**2.2** Proposals received after this time and date will not be considered.

**2.3** Sealed proposals should be clearly marked on the outside of packaging with the RFP title, number, due date and **"DO NOT OPEN."**

**2.4** Facsimile or electronically transmitted proposals are not acceptable.

**2.5** Late proposals properly identified will be returned to Respondent unopened if return address is provided.

**3. PRE-PROPOSAL MEETING:**

**3.1** The City will conduct a Pre-Proposal Meeting for all interested Respondents to familiarize them with the requested services and to give all potential Respondents an opportunity to ask questions they may have concerning this service.

Meeting Date:	<b>Wednesday, November 18, 2009</b>
Meeting Time:	<b>9:00 a.m.</b>
Location:	<b>Council Chambers 221 East Main Street Round Rock, Texas 78664</b>

4. **PROPOSAL SUBMISSION REQUIREMENTS:** Interested and qualified Respondents must:

- 4.1 Sign the proposal document(s) as required in permanent ink.
- 4.2 Submit one (1) executed (signed) original and six (6) copies of each proposal and/or each proposal variation that demonstrate their experience with system and its implementation. Include a CD of the complete proposal in .pdf form with one of the proposal copies.
- 4.3 Proposals must be submitted by tab number as instructed below. The Respondent agrees and must comply with all provisions and specifications as stated in this RFP unless otherwise stated in the Exceptions section of this RFP. Any additional cost or factors to meet a specification or requirement must be noted in the Exceptions section. Failure to respond to these requirements may result in the proposal being considered non-responsive:
  - 4.3.1 Tab 1 – Minimum Criteria
    - 4.3.1.1 Cover letter – with overall price, any special conditions, and signature
    - 4.3.1.2 A brief profile of the firm, including the following:
      - 4.3.1.2.1 A brief history of the business
      - 4.3.1.2.2 Organizational structure of business
      - 4.3.1.2.3 The overall qualifications of the business to provide the services requested
  - 4.3.2 Tab 2 – Required Documents
    - 4.3.2.1 Disclosure of Litigation
    - 4.3.2.2 Proof of required insurance
    - 4.3.2.3 Certifications and/or letter from manufacturer(s) that the firm is an authorized installer and maintenance provider
    - 4.3.2.4 Seven-year maintenance support guarantee from manufacturer and Respondent
    - 4.3.2.5 Addenda – Any addenda issued subsequent to the release of this solicitation must be signed and returned with the firm's proposal. Failure to return signed addenda may be cause for the proposal to be considered non-responsive.
  - 4.3.3 Tab 3 – Executive Summary/Overview
    - 4.3.3.1 Written summary of the understanding of the scope of work to be performed
    - 4.3.3.2 Technical summary of the system proposed, including details about any "improvements" over and above the base request (for example, resiliency/redundancy, system management, database consolidation, or larger number of ports)
  - 4.3.4 Tab 4 – Main Body of Response (Parts I through Parts V of this RFP are to be included with the original response. It is not necessary to include these sections with the six (6) copies. Please leave this tab empty for all six (6) copies )
  - 4.3.5 Tab 5 – Telephone & Voice Mail Redundancy
  - 4.3.6 Tab 6 – Mobility
  - 4.3.7 Tab 7 – Installation Methodology and Drawings
  - 4.3.8 Tab 8 – Acceptance Testing
  - 4.3.9 Tab 9 – Software Upgrades
  - 4.3.10 Tab 10– Respondent and Subcontractor Qualifications, Support Capabilities
  - 4.3.11 Tab 11 – Project and Maintenance Team Resumes/Certifications
  - 4.3.12 Tab 12 – Respondent Assumptions

4.3.13 Tab 12 – Exceptions and Clarifications Exceptions to the RFP:

4.3.13.1 Respondents may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions must be clearly identified in this section of your response. Provide the section and paragraph number of the item which you take exception and provide a written explanation of exception including ramifications, disadvantages or advantages or to be incurred by the City as a result of the exception.

4.3.14 Tab 13 – Cost & Bill of Materials

4.3.14.1 Exhibits A&B

4.3.14.2 Bill of Materials

4.3.15 Tab 14 – Attachments

4.3.15.1 A – City of Round Rock Insurance Requirements

4.3.15.2 B – References

4.3.16 Tab 15 – CORR Tab 16 – Addendums

4.3.16.1 Sign and insert all addendums

4.3.17 Tab 17 – Collateral Information

5. **DISCLOSURE OF LITIGATION:**

5.1 Each Respondent must include in its proposal a complete disclosure of any civil or criminal litigation or investigation pending that involves the Respondent or in which the Respondent has been judged guilty.

6. **CONFIDENTIALITY OF CONTENT:**

6.1 All proposals submitted in response to this RFP will be held confidential until a contract is awarded. Following the contract award, proposals are subject to release as public information unless the proposal or specific parts of the proposal can be shown to be exempt from the Texas Public Information Act. Respondents are advised to consult with their legal counsel regarding disclosure issues and take the appropriate precautions to safeguard trade secrets or any other proprietary information. The City assumes no obligation or responsibility for asserting legal arguments on behalf of potential Respondents.

6.2 If a Respondent believes that a proposal or parts of a proposal are confidential, then the Respondent should so specify. The Respondent should stamp in bold red letters the term "**CONFIDENTIAL**" on the part of the proposal that the Respondent believes to be confidential. Vague and general claims as to confidentiality will not be accepted. All proposals and parts of proposals that are not marked as confidential will be automatically considered public information after the contract is awarded.

7. **CLARIFICATION OF PROPOSALS:**

7.1 The City reserves the right to request clarification or additional information specific to any proposal after all proposals have been received and the RFP close date has passed.

8. **PROPOSAL PREPARATION COSTS:**

8.1 All costs directly or indirectly related to preparation of a response to this solicitation or any oral presentation required to supplement and/or clarify a Proposal which may be required by the City shall be the sole responsibility of the Respondent.

9. **EVALUATION CRITERIA:**

9.1 All proposals received will be evaluated based on the best value for the City. In determining best value, the City may consider the following:

9.1.1 Price;

- 9.1.2 The total long-term cost to the Municipality to acquire the Respondent's goods or services;
- 9.1.3 Clarity and completeness of the submitted proposal;
- 9.1.4 Understanding of project scope;
- 9.1.5 Seven Year Commitment Letters;
- 9.1.6 Reputation and experience of the Respondent and Manufacturers;
- 9.1.7 The quality of the Respondent's goods or services;
- 9.1.8 The extent to which the goods or services meet specifications;
- 9.1.9 Approach to implementation and long term support/maintenance;
- 9.1.10 Respondent's past relationship with the City;
- 9.1.11 Any relevant criteria specifically listed in the solicitation.

**10. EVALUATION PROCESS:**

- 10.1 A team comprising City Staff and others as appropriate will review the responses to the RFP.
- 10.2 Interviews and/or demonstrations may be conducted with any Respondent to discuss their qualifications, resources, and ability to provide the service specified.
  - 10.2.1 Upon completion of the evaluation, the selection team may recommend a Respondent for award of the project or service identified.
  - 10.2.2 An agreement with the recommended respondent may then be negotiated. This process will be completed with the City Council's authorization to the Mayor for the execution of the agreement or the execution of the agreement by the City Manager.
- 10.3 The City reserves the right to negotiate with any and all Respondents.
- 10.4 The City also reserves the right to reject any or all proposals, or to accept any proposal deemed most advantageous, or to waive any irregularities or informalities in the proposal received and to revise the process as circumstances require.

**PART III**

**DELIVERY, ACCEPTANCE, SERVICE AND PAYMENT**

**1. DELIVERY:**

- 1.1 Delivery of the system shall be completed within the number of days proposed.

**2. SERVICE:**

- 2.1 The vendor shall have factory-trained personnel available for warranty repairs and service and maintenance available to the City and shall be able to respond to a request for service as specified in offer:
  - 2.1.1 Consistent failure by the vendor to respond to service calls within the allowed response time may place the vendor in default and subject to cancellation of the purchase order and, or agreement. Consistent failure is defined as not responding within the allowed response time on two (2) out of three (3) consecutive occurrences.

**3. INVOICING: Vendor shall submit one original and one copy of invoice to the following address:**

**City of Round Rock  
Accounts Payable  
221 East Main Street  
Round Rock, TX 78664-5299**

4. **PROMPT PAYMENT POLICY:**

- 4.1 Payments will be made within thirty days after the City receives the supplies, materials, equipment, or the day on which the performance of services was completed or the day, on which the City receives a correct invoice for the service, whichever is later. The Contractor may charge a late fee (fee shall not be greater than that which is permitted by Texas law) for payments not made in accordance with this prompt payment policy; however, this policy does not apply to payments made by the City in the event:
- 4.1.1 There is a bona fide dispute between the City and Contractor concerning the supplies, materials, services or equipment delivered or the services performed that causes the payment to be late; or
  - 4.1.2 The terms of a federal contract, grant, regulation, or statute prevent the City from making a timely payment with Federal Funds; or
  - 4.1.3 There is a bona fide dispute between the Contractor and a subcontractor or between a subcontractor and its suppliers concerning supplies, material, or equipment delivered or the services performed which caused the payment to be late; or
  - 4.1.4 The invoice is not mailed to the City in strict accordance with instructions, if any, on the purchase order or contract or other such contractual agreement.

5. **OVERCHARGES:**

- 5.1 Contractor hereby assigns to purchaser any and all claims for overcharges associated with this purchase which arise under the antitrust laws of the United States, 15 USGA Section 1 et seq., and which arise under the antitrust laws of the State of Texas, Bus. and Com. Code, Section 15.01, et seq.

**PART IV**

**TERMS AND CONDITIONS**

1. **GOODS:**

- 1.1 The good(s) furnished under this specification shall be the latest improved model in current production, as offered to commercial trade, and shall be of quality workmanship and material. The bidder represents that all equipment offered under this specification shall be new. **Used, shopworn, demonstrator, prototype, or discontinued models are not acceptable.**
- 1.1.1 Proposer shall submit with their proposal the latest printed literature and detailed specification on goods the responder proposes to furnish.
  - 1.1.2 The unit shall be completely assembled and adjusted, and all equipment including standard and supplemental shall be installed and the unit made ready for continuous operation.
  - 1.1.3 All parts not specifically mentioned that are necessary for the unit to be complete and ready for operation, or which are normally furnished as standard equipment, shall be furnished by the contractor. All parts shall conform in strength, quality and workmanship to the accepted standards of the industry.
  - 1.1.4 The unit provided shall meet or exceed all federal and State of Texas safety, health, lighting and noise regulations and standards in effect and applicable to equipment furnished at the time of manufacture.

2. **LABOR:**

- 2.1 The Vendor shall provide all labor and goods necessary to perform the project. The Vendor shall employ all personnel for work in accordance with the requirements set forth by the United States Department of Labor.

3. **EXCEPTIONS:**

- 3.1 Any variation from this specification shall be indicated on the response or on a separate attachment to the response. The sheet shall be clearly identified as an exception to the City's specification.

4. **STANDARDIZATION:**

- 4.1 The City of Round Rock is committed to procuring quality goods and equipment. We encourage manufacturers to adopt the International Organization for Standardization (ISO) Quality Management Standard 9001-2008, latest revision, technically equivalent to the American National Standards Institute/American Society for Quality Control (ANSI/ASQC Q9001-2008), and obtain certification. Adopting and implementing these standards is considered beneficial to the manufacturer and the City. It is the City's position that the total quality management concepts contained within these standards can result in reduced production costs and higher quality products. Manufacturers should note that future revisions to this specification might require ISO certification.

5. **ENVIRONMENT:**

- 5.1 It is the intent of the City to purchase good and equipment having the least adverse environmental impact, within the constraints of statutory purchasing requirements, departmental needs, availability, and sound economic considerations. Suggested changes and environmental enhancements for possible inclusion in future revisions of this specification are encouraged. ISO 14001:2004 is the Environmental Standard.

6. **DAMAGE:**

- 6.1 The Vendor shall be responsible for damage to the City's equipment and/or property, the workplace and its contents by its work, negligence in work, its personnel and equipment. The Vendor shall be responsible and liable for the safety; injury and health of its working personnel while its employees are performing service work.

7. **WORKPLACE:**

- 7.1 The City is committed to maintaining an alcohol and drug free workplace. Possession, use, or being under the influence of alcohol or controlled substances by Vendor, Vendor's employees, subcontractor(s) or subcontractor (s') employees while in the performance of the service is prohibited. Violation of this requirement shall constitute grounds for termination of the service.

8. **NON-APPROPRIATION:**

- 8.1 The resulting Agreement is a commitment of the City's current revenues only. It is understood and agreed the City shall have the right to terminate the Agreement at the end of any City fiscal year if the governing body of the City does not appropriate funds sufficient to purchase the estimated yearly quantities, as determined by the City's budget for the fiscal year in question. The City may affect such termination by giving Vendor a written notice of termination at the end of its then current fiscal year.

9. **SELLING, TRANSFERRING OR ASSIGNING RESPONSIBILITIES:**

- 9.1 The Vendor shall not sell, transfer or assign the service required by this agreement without the prior written consent of the City. The agreement and the monies which may become due are not assignable, except with the prior written approval of the City.

10. **INTERLOCAL COOPERATIVE CONTRACTING:**

- 10.1 Other governmental entities may be extended the opportunity to purchase off of the City of Round Rock's solicitation, with the consent and agreement of the successful vendor(s) and the City of Round Rock. Such consent and agreement shall be conclusively inferred from lack of exception to this clause in vendor's response. However, all parties indicate their understanding and all parties hereby expressly agree that the City of Round Rock is not an agent of, partner to, or representative of those outside agencies or entities and that the City of Round Rock is not obligated or liable for any action or debts that may arise out of such independently-negotiated "piggyback" procurements.

11. **ABANDONMENT OR DEFAULT:**

- 11.1 A Vendor who abandons or defaults the work on the contract and causes the City to purchase the services elsewhere may be charged the difference in service if any and shall not be considered in the re-advertisement of the service and may not be considered in future solicitations for the same type of work unless the scope of work is significantly changed.

12. **RIGHT TO REPRODUCE DOCUMENTATION AND OTHER INFORMATION:**

- 12.1 The City shall have the right to reproduce any and all manuals, documentation, software or other information stored on electronic media supplied pursuant to the agreement at no additional cost to the City, regardless of whether the same be copyrighted or otherwise restricted as proprietary information; provided, however, that such reproductions shall be subject to the same restrictions on use and disclosure as are set forth in the agreement. **The awarded proposer agrees to execute any non-exclusive copyright assignments or reproduction authorizations that may be necessary for the city to utilize the rights granted in this subparagraph.**

13. **COMPLIANCE WITH LAWS:**

- 13.1 The Vendor shall comply with all federal, state, and local laws, statutes, ordinances, rules and regulations, and the orders and decrees of any court or administrative bodies or tribunals in any matter affecting the performance of the resulting agreement, including without limitation, workers' compensation laws, minimum and maximum salary and wage statutes and regulations, and licensing laws and regulations. When requested, the Vendor shall furnish the City with satisfactory proof of its compliance.

14. **CODES, PERMITS AND LICENSES:**

- 14.1 The Vendor shall comply with all National, State and Local standards, codes and ordinances and the terms and conditions of the services of the City of Round Rock, Texas, as well as other authorities that have jurisdiction pertaining to equipment and materials used and their application. None of the terms or provisions of the specification shall be construed as waiving any rules, regulations or requirements of these authorities. The Vendor shall be responsible for obtaining all necessary permits, certificates and/or licenses to fulfill contractual obligations (City of Round Rock fees and costs will be waived).

15. **INDEMNIFICATION:**

- 15.1 The Vendor shall indemnify, save harmless and exempt the City, its officers, agents, servants, and employees from and against any and all suits, actions, legal proceedings, claims, demands, damages, costs, expenses, attorney fees and any and all other costs or fees incident to any work done as a result of this quote and arising out of a willful or negligent act or omission of the successful Respondent, its officers, agents, servants, and employees; provided, however, that the successful Respondent shall not be liable for any suits, actions, legal proceedings, claims, demands, damages, costs, expenses and attorney fees arising out of a willful or negligent act or omission of the City, its officers, agents, servants and employees, or third parties.

16. **INSURANCE:**

- 16.1 The Vendor shall meet or exceed ALL insurance requirements set forth by the City as identified in **Attachment A** to the specifications. Any additional insurance requirements of participating or cooperative parties will be included as subsequent Attachments and shall require mandatory compliance.

17. **GOVERNING LAW:**

- 17.1 Any resulting agreement shall be governed by and construed in accordance with the Laws of the State of Texas.

18. **LIENS:**

- 18.1 The Vendor agrees to and shall indemnify and save harmless the City against any and all liens and encumbrances for all labor, goods and services which may be provided under the resulting agreement. At the City's request the Vendor or subcontractors shall provide a proper release of all liens or satisfactory evidence of freedom from liens shall be delivered to the City.

19. **VENUE:**

- 19.1 Both the City and the Vendor agree that venue for any litigation arising from a resulting agreement shall lie in Williamson City.

20. **INDEPENDENT CONTRACTOR:**

- 20.1 It is understood and agreed that the Vendor shall not be considered an employee of the City.
- 20.2 The Vendor shall not be within protection or coverage of the City's Worker' Compensation insurance, Health Insurance, Liability Insurance or any other insurance that the City from time to time may have in force and effect.

**PART V**  
**SPECIFICATIONS**

1. **PROJECT SCOPE:**

- 1.1 The City plans to procure a premise based or hosted voice network solution to replace the existing Centrex/Plexar telephone network and anticipates that the system will be installed and cutover in 2010.
- 1.2 Upon completion of this project, the City will have a telecommunications system/service provider capable of providing the following:
- 1.2.1 Platform – All locations identified in exhibit A will be served by the same IP/IP hybrid-based telephone platform capable of providing survivability, feature transparency, and business continuity across all City locations.
  - 1.2.2 Dial Plan – Four-digit dialing will be utilized between all locations on the voice network without the need for an access code.
  - 1.2.3 Centralized Attendant – The system will allow calls that originate from anywhere in the City to be routed to the City Attendant or after hours auto attendant.
  - 1.2.4 Voice Mail – The voice mail system will be provide geo-redundancy and provide service for all City locations.
  - 1.2.5 Fault Tolerance – The telephone and voice mail system will be highly redundant and will be designed to ensure that internal and external traffic can be rerouted or reconnected in the event of a system, network, or PSTN failure. In addition, the failure of any one hardware component should not affect more than 250 IP telephones.
  - 1.2.6 Business Continuity – The system design will allow duplication of critical telephone and voice mail systems across a minimum of two City locations or hosted facilities.
  - 1.2.7 Survivability – The IP telephones at the locations designated as survivable in the configuration section will retain full feature functionality during an outage of the primary controller/server or if the WAN connection is lost and will have continued access to local equipped trunks.
  - 1.2.8 System Management – The management systems will provide a single point of access to the system(s) for day-to-day administration, reporting PSALI database updates, and telephone system maintenance.
  - 1.2.9 Unified Communication – The system will optionally support a wide variety of applications, including presence, instant messaging, mobility, audio conference bridge, collaboration, desktop video conferencing, and PC desktop call control.
  - 1.2.10 Contact Center – The City wide contact center application will support skills-based routing, and reporting. The system will also allow agents to work from any location on the voice network or from their home office.
  - 1.2.11 Data Network Electronics – The City's new L3 Cisco infrastructure will be utilized to support connectivity and integration between all voice and data applications.

- 1.2.12 WAN – The City's WAN architecture, which comprises of point to point fiber, T-1 circuits, and wireless services, will be utilized to transport the City IP voice traffic between all configured locations.
- 1.2.13 Contractor – The solution will be provided by an experienced Contractor/Service provider who has extensive IP telephony, data networking, contact center, and unified communications experience. In addition, the Contractor will offer a variety of support options up to and including remote system management and or full time on site technical support if required by the City.
- 1.2.14 Serviceability – The system will be easy to configure and maintain.
- 1.3 Existing Infrastructure
  - 1.3.1 The City utilizes AT&T's Centrex/Plexar service to provide analog telephone service and voice mail to all City locations.
  - 1.3.2 Data Network Electronics – All locations are or will be upgraded to Cisco's most current L3 PoE products.
  - 1.3.3 Cable
    - 1.3.3.1 CAT 3 and CAT 5 cable will continue to be utilized to support fax and modem connections.
    - 1.3.3.2 The City will provide CAT 5 or better to support the IP voice and data network.
    - 1.3.3.3 WAN – Point to Point fiber, T-1 and Wireless connections. See attached network diagram for details).
    - 1.3.3.4 E-mail Platform MS Exchange 2007 with Outlook 2003 and 2007 clients.
  - 1.3.4 PC Operating Systems – The current standard is MS XP Professional however Vista is also utilized. All proposed desktop applications must be supported on these two operating systems as well as MS Windows 7 which was released on 10-22-2009.
  - 1.3.5 Cellular Service: The City provides Sprint/ Nextel cellular and push-to-talk service to City employees.

## 2. **GENERAL REQUIREMENTS:**

- 2.1 Permission to Proceed
  - 2.1.1 The Contractor's first task shall be to work with the City to develop a mutually agreed implementation schedule which identifies in detail the exact tasks the Contractor and City must perform and/or be responsible for in order to accomplish the delivery, installation and cutover of the system. The schedule will be created and managed by the Contractor and shall include projected start and completion dates and for each task (project meetings, station reviews, equipment order & delivery, installation, training, cutover, etc.), which will allow the Contractor to meet the required agreed upon completion date.
  - 2.1.2 The Contractor shall provide the City with drawings showing the location and placement of all fixed equipment prior to commencement of work.
  - 2.1.3 Prior to installing any equipment, the Contractor shall obtain the City's written approval of the drawings.
  - 2.1.4 The project timeline will not be altered due to lateness of submittals. The Contractor will remain bound to deliver a timely, complete, and finished project as stipulated in their contract.
  - 2.1.5 Contractor must obtain the City's permission before proceeding with any work necessitating cutting into or through any part of a building structure.

**2.2 Damage and Cleanup**

- 2.2.1 Existing floors, walls, ceilings, or any structural piece will not be drilled or cut without prior approval of the City. The Contractor will be held responsible for and make payment on any damage caused from the delivery and/or installation of its work.
- 2.2.2 The Contractor shall keep the premises clean from debris and rubbish. After each workday, the Contractor shall remove any rubbish or waste from the working area. If the City is required to clean up, the cost will be charged back to the Contractor.

**2.3 Project Manager**

- 2.3.1 The Contractor shall appoint a Project Manager who will be the main point of contact regarding the project for the City. The Project Manager is responsible for the following:
  - 2.3.1.1 Ensuring the contract is completed successfully in a timely manner.
  - 2.3.1.2 Guaranteeing the work and performance of all employees and subcontractors that have been hired by the Contractor.
  - 2.3.1.3 Completing and submitting all required submittals and documentation.
  - 2.3.1.4 Attending all project coordination and/or construction meetings as required by the City, plus chairing a weekly project status meeting throughout the duration of the project.
  - 2.3.1.5 Maintaining the project status meeting minutes and distributing them to all participants within two days following the meeting.
  - 2.3.1.6 Providing written status reports to the City Project Manager monthly.
  - 2.3.1.7 Informing the City of all unexpected conditions and problems that may result in delay or expense. The Contractor must report issues immediately upon discovery and must provide the City with the option(s) for resolving them.
- 2.3.2 If the Contractor seeks to change the Project Manager during the course of the project, such change is subject to prior written approval from the City.
- 2.3.3 The City reserves the right to request a new Project Manager during the course of the project if the Project Manager does not perform to the City's satisfaction.
- 2.3.4 If other Contractors' work delays the Contractor, that information must immediately be communicated to the City's Project Manager and appropriate extra time may be allowed. Shipping delays are the sole responsibility of the Contractor.

**2.4 Implementation**

- 2.4.1 For any equipment items/systems accepted by the City and made part of the contract, the ordering, delivery, installation, configuration, testing, user training, and documentation must be included in the project schedule.
- 2.4.2 The Contractor shall use the City's cable management system where equipped to provide a neat and efficient means for routing and protecting fiber and copper cables and patch cords on telecommunication racks and enclosures.
- 2.4.3 Contractor and/or its subcontractors are fully authorized/certified to supply, upgrade, install, configure, provide warranty service, and troubleshoot/support the proposed equipment.
- 2.4.4 All installing personnel have completed certified manufacturer training, or the Contractor shall contract with manufacturer for installation of all proposed components.
- 2.4.5 The Contractor will take responsibility for proper ordering and delivery of all component parts. This includes any components to be ordered from any third-party companies. The Contractor will be responsible for proper storage of delivered equipment.

- 2.4.6 The personnel listed in the Respondent's proposal shall be the personnel assigned to this project. If changes are required, the Contractor will gain written approval from the City's Project Manager prior to assignment of substitutes.
- 2.4.7 Manufacturer(s) or a certified training agency thereof must be offered to the City employees on products supplied.
- 2.4.8 The Contractor has, with staff employees, previously configured and operated a system with components as quoted.
- 2.4.9 Any technician(s) dispatched to install or fix a failed component will have been factory trained and certified by the manufacturer of the proposed equipment. The Contractor is responsible for following industry standards and all manufacturer installation and maintenance practices.
- 2.4.10 The Contractor is responsible for working with the City to understand its IP addressing scheme and for implementing this scheme in the furnished devices. Currently, the City uses a mixture of static addressing and DHCP. The City will work with the vendor to enable DHCP addressing for all IP telephone instruments.
- 2.4.11 The Contractor must install hardware in a secure manner. Screws shall be tightened to a torque just sufficient to secure equipment without deforming washers beyond their original diameter.
- 2.4.12 All rack-mount equipment shall be secured as recommended by the manufacturer with consideration to airflow, power, and patch cable connections.
- 2.4.13 The Contractor will be responsible to label all cables and equipment components installed as part of this project. In doing so, make the labeling of each component...
  - 2.4.13.1 Unique, to prevent it from being confused with other similar components.
  - 2.4.13.2 Legible and permanent enough to last the life of the component. Handwritten labels shall not be permitted.
- 2.4.14 Cable ties and Velcro straps shall be installed snugly without deforming cable insulation. Ties shall be spaced at uneven intervals not to exceed 4-foot. No sharp burrs should remain where excess length of the cable tie has been cut.
- 2.4.15 The Contractor shall make the system properly operational and physically secure by mounting equipment and related accessories into furniture, consoles, and racks as required. Manufacturer's guidelines for installation shall be followed. Discrepancies in installation procedure or inability to complete a given task due to a shortage of materials or malfunctioning equipment shall be reported to the City immediately upon discovery.
- 2.4.16 Systems described in this document, once configured by the Contractor, shall be delivered to the customer installation location and installed by the Contractor without any additional cost or expense to the City, and the City shall not be deemed to have accepted any equipment until the date of acceptance.
- 2.4.17 The Contractor shall unpack equipment from shipping material and organize equipment into the kits from which it will be used. This includes checking to ensure that all equipment is complete and fully functional. Empty boxes and packaging shall be neatly organized per the City's instructions and removed if requested.
- 2.4.18 All cutovers will take place outside of normal business hours to minimize disruption of service. The Respondent must include the cost (hours) to cutover all proposed voice systems after normal business hours.
- 2.4.19 The Contractor will be responsible for the removal of existing telephone equipment not incorporated. That equipment shall be inventoried, boxed, and removed by Contractor and placed in specified location as designated by the City. The boxes will clearly show the inventoried contents. The City will be responsible for disposal of equipment.
- 2.4.20 Client quantities included in this RFP are estimates. The Contractor will be required to perform station surveys to verify quantities. Any increases in components prior to

acceptance will be at pre-cutover costs, and deletions will not be charged restocking fees.

- 2.4.21 The Contractor shall supply one complete set of hardware and software documentation/manuals for all provided items at no additional cost.

## **2.5 Security Hardening**

- 2.5.1 When deploying any product, software, or application associated with this RFP, the Contractor will harden the resulting system(s). Hardening includes the following actions:

- 2.5.1.1 Determining the purpose of the system and minimum software and hardware requirements
- 2.5.1.2 Documenting the minimum hardware, software, and services to be included on the system
- 2.5.1.3 Installing the minimum hardware, software, and services necessary to meet the requirements using a documented installation procedure
- 2.5.1.4 Installing necessary patches
- 2.5.1.5 Installing the most secure and up-to-date versions of applications
- 2.5.1.6 Configuring privilege and access controls by first denying all, then granting back the minimum necessary to each user
- 2.5.1.7 Configuring security settings as appropriate, enabling allowed activity and disallowing other activity
- 2.5.1.8 Enabling logging sufficient for the City telephony staff to determine equipment faults or configuration problems in the telephony equipment
- 2.5.1.9 Testing the system to ensure a secure configuration
- 2.5.1.10 Using secure replication procedures for additional, identically configured systems, making configuration changes on a case-by-case basis
- 2.5.1.11 Changing all default passwords
- 2.5.1.12 Testing the resulting systems

## **2.6 Project Closeout and Acceptance**

- 2.6.1 Punch List – Work or materials found to be incomplete, of unsatisfactory quality, failing to meet the specifications in the RFP package and resulting contract, and/or unacceptable to the City shall be documented in a punch list by the City and provided to the Contractor to rectify.
- 2.6.2 Punch List Approval – The punch list shall be considered complete only after having been signed by the City.
- 2.6.3 Acceptance – Acceptance shall occur after all of the following conditions have been met:
- 2.6.3.1 All items/systems have been delivered, installed, configured, tested, and transitioned into service.
  - 2.6.3.2 The telephone and voice mail system, including all ancillary devices, applications, and options made part of the contract, have had 30 consecutive days with 100 percent availability.
  - 2.6.3.3 All of the work has been completed in accordance with the contract and RFP specifications (including testing procedures as outlined in the accepted response).
  - 2.6.3.4 The system operates in conformance with manufacturer's published specifications.
  - 2.6.3.5 All of the documentation requirements have been met.

- 2.6.3.6 All outstanding punch list items have been completed.
- 2.6.3.7 Training as specified is complete.
- 2.6.3.8 All phone system post-cutover requirements have been completed.
- 2.6.3.9 The phone system is transitioned to service.
- 2.6.3.10 Public Switched Telephone Network connections with desired local and long distance call routing options requested by the City (least cost, next best route, etc.) are all functioning correctly.
- 2.6.3.11 The Contractor has supplied all testing needed to verify compliance with the specifications found in this RFP package.
- 2.6.3.12 The Contractor has certified in writing to the City that the system is installed and operational in accordance with these specifications and is ready for use.
- 2.6.3.13 The City or the City's designated representative has inspected the installation and provided written approval.
- 2.6.3.14 Software refresh has been completed (to ensure all systems operate on the latest software).
- 2.6.3.15 At this time, upon the City's written acceptance, operational control becomes the responsibility of the City. This constitutes Date of Acceptance. The warranty for the entire system and all components begins as of this date.

## **2.7 Warranty/Maintenance**

- 2.7.1 Warranty Period – The Contractor, by entering into a contract with the City, warrants and represents that all materials, equipment, and services delivered to the City pursuant to the contract conforms to all of the specifications contained or referred herein. The Contractor further guarantees to replace all materials, equipment, software, or services that may be rejected by the City due to defective materials or workmanship for a minimum of one year following final acceptance of all systems. Failure or neglect of the City to require compliance with any term or condition of the contract specifications shall not be deemed a waiver of such term or condition.
- 2.7.2 Server and Software – The Contractor shall provide all necessary server and software maintenance on a turnkey basis during the warranty period and subsequent maintenance contract period. Services may be performed remotely or on site as mutually agreed. The Contractor shall be responsible for the operating system, patches, hardware, and software diagnosis, recovery, and version upgrades as needed. The Contractor shall manage backups of data, application, operating system, and database management system as required to provide for full recovery in the event of a disaster or hardware failure. Respondent shall perform restores and recovery without the City's assistance.
- 2.7.3 Service and Support - The following must be included in the warranty period and under maintenance contract:
  - 2.7.3.1 Monday-Friday, 8:00 a.m. - 5:00 p.m. on minor alarms
  - 2.7.3.2 Seven day per week 24-hour call-out coverage on critical alarms or system outages, including 10% or more of telephones or trunks at any City location or any ACD/Contact Center group (after hours onsite dispatch to be billed hourly)
  - 2.7.3.3 Two-hour on-site response time for critical alarms and system outages
  - 2.7.3.4 Software upgrades
  - 2.7.3.5 Patches
  - 2.7.3.6 Corrective maintenance
  - 2.7.3.7 All labor except for upgrades to major software releases and after hours onsite dispatch

- 2.7.3.8 Materials
- 2.7.3.9 Four-hour replacement of critical components
- 2.7.3.10 Next business day for non-critical components
- 2.7.3.11 Remote support
- 2.7.3.12 Telephone support to assist City IT personnel with technical and system management issues and questions
- 2.7.3.13 Quarterly system backups for business continuity
- 2.7.3.14 Off-site storage of quarterly system backups and software
- 2.7.3.15 Work to completion
- 2.7.3.16 24 hour x 7 days a week service center
- 2.7.3.17 24 hour x 7 days a week alarm monitoring and remote trouble resolution  
(Respondent must include all hardware and software required to support this application in base telephone system cost.)
- 2.7.4 Maintenance Guarantee – A signed letter from both the Respondent and manufacturer is required guaranteeing maintenance of the proposed system over its seven (7) year life. Should the manufacturer discontinue this product or cease to do business, the Respondent guarantees to stock an adequate supply of components to maintain the system over its seven (7) year life. Further, should the Respondent cease to do business, the manufacturer guarantees to provide components and services for this installation over its seven (7) year life.

## 2.8 **BASE TELEPHONE AND VOICE MAIL SYSTEM REQUIREMENTS:**

### 2.9 Telephone and Voice Mail Design Requirements

- 2.9.1 The telephone and voice mail systems will have a single database to administer, provide survivability, offer feature transparency across all locations, and utilize the City's WAN to provide service between the locations specified in this RFP.
- 2.9.2 The telephone platform will be designed and configured to ensure all IP telephones and PRI gateways have a secondary call control/server that they can re-register with should their primary call control/server fail or be unavailable due to a WAN outage. The design architecture will allow call control/servers to be deployed across multiple City locations or at a minimum provide two core call control/servers that can be split between City Hall and Police HQ.
- 2.9.3 All trunks, including digital and analog, will be accessible from any location on the network.
- 2.9.4 All locations designated as survivable in Telephone System Configuration Table will be designed to ensure that the IP telephones will continue to function and that internal and external traffic, including voice mail terminations, will be rerouted to the PSTN network over locally equipped trunks if the WAN connection is unavailable.
- 2.9.5 IP will be utilized to connect between all locations across the City's WAN.

2.9.6 Telephone System Configuration Table. The telephone platform will be sized and equipped based on the specifications provided in the table below.

Telephone System Configuration Table										
Location	PSTN Core Call Control/Server or Survivable	Attendant Consoles	Telephone Type 1	Telephone Type 2	Telephone Type 3	Telephone Add On Module	Standard Analog Line	Analog Trunks	PSTN PRI Circuits	Music on Hold
<b>Total Capacity (Growth)</b>		2	1500 Total for all three types			20	100	24	6	4
<b>Total Equipped Ports</b>		1	11	632	15	5	59	12	3	2
City Hall	Core Call Control/Server	1	2	196	7	2	12		1	1
Police	Core Call Control/Server		2	201	7	2	12		2	1
Central Fire	Survivable			19			5	2		
Clay Madsen Recreation Center	Survivable			9			1	1		
Fire Station 6	Survivable			13			2	2		
Library	Survivable		3	26	1		4	2		
Mconico (expandable to support 120 phones in survivable mode)	Survivable		4	73			7	2		
PARD Old Settlers Park	Survivable			2			2	1		
Public Works Luther Peterson	Survivable			19			2			
Public Works Enterprise	Survivable			47		1	2	2		
Public Works Annex				12			1			
Baca				5			1			
Fire Station 2				2			4			
Fire Station 3				2			1			
Fire Station 4				2			1			
Fire Station 5				2			1			
Fire Station 7				2			1			
<b>Optional Wireless Location</b>										
Public Works Water Plant	Survivable			12			2	2		

## 2.10 Telephone System Features Requirements

- 2.10.1 ACCOUNT CODE CAPABILITY – An adjunct to Station Message Detail Recording, which allows a station user to enter a cost accounting or client billing code into the system after dialing a long distance number.
- 2.10.2 ALPHANUMERIC DISPLAY FOR ATTENDANT POSITION – A visual display device on a Switched Loop Console switch that uses digits and/or alphabetical characters to indicate the trunk circuit to which the attendant is connected or, on internal calls, the station number and class of service of the station line in voice connection with the attendant.
- 2.10.3 AREA/OFFICE CODE RESTRICTION – The ability of the switching system to selectively identify six-digit area and office codes and either allow or deny passage of long distance calls to those specific six-digit codes. This type of restriction is usually provided on a trunk group basis and on an “allowed” rather than “denied” basis.
- 2.10.4 AUTOMATIC CALLBACK – When a station initiates a call to another station that is busy, this feature is activated at the calling station by dialing a single digit or pressing an instrument feature button on receipt of busy signal. After the calling station has activated the feature, the user merely hangs up. While in activation, this feature does not prevent the calling station from either initiating or receiving other calls. When both parties (calling and called) become free, the system automatically rings and connects both parties.
- 2.10.5 AUTOMATIC RECALL – After a prescribed period of time, this feature automatically alerts the attendant of a camped-on or unanswered call completed through the attendant position. This enables the attendant to give a status report to the calling party.
- 2.10.6 AUTOMATIC RINGBACK ON HELD CALL – When a station user or attendant places a given line circuit on hold and goes on-hook, the held line will automatically revert to an incoming call condition after a prescribed period of time.
- 2.10.7 BATTERY BACKUP INDICATION – Notifies the attendant or system administrator when the system is operating off of batteries (for systems that are equipped with battery backup).
- 2.10.8 BUSY OVERRIDE – Allows the attendant entry into an existing busy connection and usually provides a warning tone to that conversation to indicate a third-party entry.
- 2.10.9 CALL BACK QUEUING – Allows a station user encountering an all-trunks-busy condition to activate the Call Back Queuing (CBQ) feature and hang up. When a circuit becomes idle, the system will recall the user, and when the person answers, the system will automatically place the call.
- 2.10.10 CALL FORWARDING – Allows a station user to program at any time any internal station number (or the attendant), and when activated by the station user, all incoming calls to this station will be automatically re-routed to that preprogrammed number.
- 2.10.11 CALL FORWARDING – BUSY LINE – Automatically reroutes incoming Direct Inward Dialing (DID) calls, attendant processed calls, incoming CCSA calls, or direct terminating tie line calls directly to attendant or predetermined secondary station when the called station is busy.
- 2.10.12 CALL FORWARDING – DON'T ANSWER – Similar in function to the “busy line” version of Call Forwarding, automatic re-routing of an incoming call to the attendant or a preprogrammed secondary station occurs when a given station doesn't answer within a prescribed time interval.
- 2.10.13 CALL FORWARDING – DON'T ANSWER/BUSYLINE ON A PREVIOUSLY FORWARDED CALL – In essence, the ability to forward a previously forwarded call.
- 2.10.14 CALL FORWARDING EXTERNAL – The ability to forward a call to a telephone number external to the system (local or long distance).

- 2.10.15** CALL FORWARDING – SOURCE DEPENDENT – Allows the system to be pre-programmed by extension to route calls when an extension is busy, not answered, or in a Do Not Disturb mode to different destinations based on a source being internal or external.
- 2.10.16** CALL PARK – Once a call is placed in the “park” condition, any station within the system may retrieve it by either dialing the appropriate access code or by pressing a special feature button on a station instrument.
- 2.10.17** CALL SPLITTING – The ability to speak privately with one of the parties engaged in a three-party conference call and alternate between the two.
- 2.10.18** CALL WAITING – The ability to hear or produce a beep tone to a busy phone, alerting the user that another call is ringing in. The user then has the choice to alternate between calls, hang up on the original call and take the new call, or ignore that beep tone.
- 2.10.19** CALLING NUMBER DISPLAY – Indicates that a Station Alphanumeric Display or adjunct display unit identifies, via station number, an internal calling party only.
- 2.10.20** CALLING PARTY NUMBER – The ability to display the digits of the number from which an external call originated.
- 2.10.21** CENTRAL OFFICE COMPATIBILITY – System supports ISDN connectivity with the following central office manufacturers.
  - 2.10.21.1** AT&T 4ESS
  - 2.10.21.2** AT&T 5ESS
  - 2.10.21.3** Northern DMS 100-500
- 2.10.22** CENTRALIZED & DISTRIBUTED TRUNKS – Incoming and outgoing analog, digital or SIP trunks located at any hub or remote site can connect to any phone on the network no matter where they are located.
- 2.10.23** CENTRALIZED VOICE MAIL – The ability to utilize one voice mail system between multiple locations and systems. The voice mail must be able to perform the following functions to the remote locations 1) light message waiting lights, 2) forward directly to a personal greeting, 3) dial “0” at any time to reach a live person.
- 2.10.24** CIRCULAR HUNTING – Regardless of whether a given rotary hunt station group is arranged for consecutive or nonconsecutive hunting, this arrangement allows the hunting (for an available nonuse station) to start with the called station line and then proceed in a prearranged order to test all lines in the group, completing the incoming call to the first idle station line.
- 2.10.25** CLASSES OF SERVICE – An industry term referring to the capability of assigning to each station within a system a variety of allowed or denied types of calls on both an incoming and an outgoing basis. In some systems, this further extends to “programming” specific stations for access to specialized system features. Each system has a predetermined number of such “classes” available for assignment to any station.
- 2.10.26** CONFERENCE CALLS – The ability to connect, at minimum, six but preferably more parties into one phone conversation.
- 2.10.27** DIRECT INWARD DIALING (DID) – A basic facility allowing incoming calls from the public telephone network to reach specific lines without attendant intervention or assistance.
- 2.10.28** DIRECTED CALL PICK-UP – A station user is able to answer calls ringing on any other station within the system by dialing a unique answer code of that particular station to be answered.
- 2.10.29** DISTINCTIVE RINGING – Provides a unique pattern of station ringing to permit the user to distinguish internal from external calls.

- 2.10.30** EXTENSION ASSIGNABLE ACCOUNT CODES – In essence, this feature allows account codes to be used in conjunction with long distance calling only to be able to be activated from the specific station to which it is assigned.
- 2.10.31** FIXED NIGHT SERVICE – An arrangement used to route incoming central office calls, normally answered at the attendant position, to pre-selected stations within the system when the attendant is not on duty.
- 2.10.32** FLEXIBLE NIGHT SERVICE – Permits the attendant to set up night connections in accordance with day-to-day requirements, with full flexibility in the assignment of incoming trunks to various stations. Such night service assignments must be established by the attendant on each occasion they are activated.
- 2.10.33** FORCED ACCOUNT CODE (FAC) – A feature that requires all or certain users to enter a code before dialing an outside number.
- 2.10.34** HANDS-FREE ANSWERBACK – The ability to dial an extension internally and automatically have the microphone turn on without having the person receiving the call pick up the handset. Called party must be able to respond to caller without lifting the handset. External calls will ring the phone. This is not an auto answer function.
- 2.10.35** HOT-LINE STATIONS – Single line station instruments are specially programmed to dial a specific internal station number or “0” for the attendant when the station user goes off-hook.
- 2.10.36** INCOMING CALL IDENTIFICATION – On Switched Loop Consoles, the attendant is provided with indicator lamps or a numeric/alphanumeric display to identify the type of trunk or trunk group associated with an incoming call that has been directed to that console for processing.
- 2.10.37** INTERCEPT TREATMENT - ATTENDANT – For calls that cannot be completed by the switching system, automatic routing takes place to the attendant.
- 2.10.38** INCOMING DIGIT MANIPULATION – Ability to add, strip, or completely change the digits of any incoming DNIS, DID, or Tie Line number in order to reroute the call to the appropriate location.
- 2.10.39** INTERCEPT TREATMENT - RECORDED ANNOUNCEMENT – For calls that cannot be completed by the switching system, automatic routing occurs to a recorded announcement that provides the caller with a message to that effect.
- 2.10.40** INTER-GROUP CALL PICKUP – A station user may dial a special code to answer any incoming calls ringing in another designated call pickup group.
- 2.10.41** LAST NUMBER REDIAL – Memory contained either within the system common equipment or within the station instrument; enables the station user to dial a special access digit and activate a speed calling treatment of the last number that was dialed from that station instrument.
- 2.10.42** LEAST COST ROUTING – Usually found only in processor-controlled systems, this facility gives to the switching system (via varying degrees of sophistication) the responsibility to select the most economical circuit to use on outgoing calls initiated by stations.
- 2.10.43** LEAST COST ROUTING WITH 6-DIGIT SCREENING – The ability to screen the first six digits of the dialed number, normally the NPA and NXX, to determine the least expensive trunk group on which to route the call.
- 2.10.44** LOOK-AHEAD ROUTING – Ability to determine the busy status of the network facilities prior to attempting to route the call.
- 2.10.45** MESSAGE WAITING – The ability to activate a message waiting lamp on the user’s telephone from a number of designated positions.
- 2.10.46** MULTIPLE TRUNK GROUPS – An indication that the switching system is capable of being equipped (and accessed accordingly by station dialing) for more than one group of outgoing trunk circuits.

- 2.10.47** MUSIC ON HOLD ACCESS - SYSTEM – Centralized availability of customer-provided audio source input for system-wide distribution to all “held call” conditions within the system, both for attendant and station use.
- 2.10.48** NETWORK TRUNK OPTIMIZATION – Allows the switching system to reconfigure the path of a call along the best route between two or more locations. For example, when a call has been established as a result of a call transfer by a third party, centralized voice mail system, or an attendant, the connection may not optimize the use of network facilities. This feature will determine the optimum route between systems and release the redundant path(s) when both a transferred/forwarded and terminating station are within the same network location.
- 2.10.49** 911 DIAL PLAN – Users must be able to dial either 9-911 or 911 for access to emergency services. If a caller dials 911, the system should automatically insert the trunk access code (usually a 9).
- 2.10.50** NONCONSECUTIVE HUNTING – Commonly known as Jump Hunting, nonconsecutive station numbers can be “searched” by the switching equipment when dialing the initial master number associated with the hunting group to find connection to the first non-busy station.
- 2.10.51** OUTGOING TRUNK CAMP-ON PRIORITY – Applying to any trunk group within the system, including such circuits as WATS, Foreign Exchange Lines, etc., this facility allows the station user, upon encountering an All Trunks Busy condition, to dial an access code or press a feature button that puts them in queue for an available trunk. The station’s queue priority may be assigned on a Class of Service basis.
- 2.10.52** PROGRAMMABLE OUTGOING NUMBER DISPLAY – Allows the outgoing calling line identification for each telephone be changed to any 10-digit number.
- 2.10.53** SESSION INITIATION PROTOCOL (SIP) – The Session Initiation Protocol (SIP) is an Internet Engineering Task Force (IETF) standard protocol for initiating an interactive user session that involves multimedia elements such as video, voice, chat, gaming, and virtual reality. SIP is a request-response protocol, dealing with requests from clients and responses from servers. SIP determines the end system to be used for the session, the communication media and media parameters, and the called party's desire to engage in the communication.
- 2.10.54** SPEED CALLING - STATION – Allows station users to assign abbreviated codes to certain frequently called numbers, usually associated with outgoing Central Office calls.
- 2.10.55** SPEED CALLING - SYSTEM – Allows any user on the system to dial abbreviated codes to certain frequently called numbers, usually associated with outgoing Central Office calls.
- 2.10.56** STATION DO NOT DISTURB – A facility that allows a station user, upon pressing a key or dialing a special code to route incoming calls the users voice mailbox or other user defined location. While activated, this facility does not prevent the station from initiating calls.
- 2.10.57** STATION HUNTING - CONSECUTIVE – When stations are arranged in consecutively numbered “groups” and this facility is provided, an incoming call to any of those stations within the group, if busy, will progressively “search” through the remaining stations within that group and will establish connection to the first available (non-busy) station.
- 2.10.58** STATION MESSAGE DETAIL RECORDING – Provides a record of calls placed to or from a telephone station or attendant console, including starting time, call duration, all digits of the called/calling number, and the specific trunk or trunk group used.
- 2.10.59** TENANT PARTITIONS – Several closely located customers can simultaneously be served by the same equipment. Each customer is provided with separate attendant facilities, night service, dedicated trunk facilities, and separate feature and class of service complements. This entry specifies the maximum number of different tenant groups supported.

- 2.10.60** TERMINAL HUNTING – Applying to either consecutive or nonconsecutive station hunting arrangements, this feature allows an incoming call to a busy station within a hunt group to proceed only in an upward direction as it “searches” for an available station line.
- 2.10.61** TIE TRUNK ACCESS – Commonly known as tie lines, these are special trunk circuits that interconnect, on a dialable basis, to VoIP, PBX, or Centrex systems.
- 2.10.62** TOUCH-TONE CALLING – A station and attendant dialing arrangement whereby industry-standard Dual Tone Multi-Frequency signaling is issued at all instruments and the attendant console.
- 2.10.63** TRAFFIC REPORTS – Provides the customer with detailed data on the traffic carried by the switching equipment, including peg counts, CCS (centum call statistics) measurements and overflow measurements for all trunks and trunk groups’ attendant consoles, stations, features, and any time slot sensitive infrastructure of the proposed system.
- 2.10.64** TRUNK ANSWER FROM ANY STATION – A night service facility activated by the attendant, whereby incoming calls normally directed to the attendant activate a common alerting system (bells, gong, etc.) on the customer’s premises. These incoming calls from non-restricted stations thereby “meet” the incoming call.
- 2.10.65** TRUNK-TO-TRUNK CONNECTIONS - ATTENDANT – An attendant is able to establish a connection between any two trunk circuits that terminate on the system/network.
- 2.10.66** TRUNK-TO-TRUNK CONNECTIONS - STATION – A system may provide this feature in either or both of two versions. (1) A station already in connection with either an incoming or outgoing trunk circuit is able to use the Add-on Conference circuitry to affect a conference with another trunk circuit. (2) Once a three-way conference is so established, the system will maintain control and supervision of the two trunk circuits in connection.
- 2.10.67** TRUNK VERIFICATION BY CUSTOMER (Attendant) – Applying only to Switched Loop Consoles, the attendant is able to access individual trunks by dialing an access code followed by the specific trunk number for purposes of testing to verify supervision and transmission.
- 2.10.68** UNIFORM CALL DISTRIBUTION – Similar to Automatic Call Distribution Services, the facility permits incoming Central Office calls to be terminated directly from the Central Office to the most idle telephone in the call distribution group.
- 2.10.69** VERIFIED FORCED AUTHORIZATION CODES (VFAC) – VFAC supplements the Forced Account Code (FAC) feature. Like the FAC, VFAC requires that a code be entered when an outside call is attempted. The difference is that VFAC checks the code entered against an internal database for accuracy. If the code is genuine, the call is allowed to proceed. If it is invalid, the system returns a reorder tone.
- 2.10.70** The code can be between 4 and 16 digits in length and is specified on a system-wide basis. The codes are randomly generated by the system and are assigned by the programmer via the PI. Up to 10,000 authorization codes can be assigned. As an added level of security, the VFAC branch of the PI is password protected.
- 2.10.71** VOICE PAGING ACCESS – Allows attendants and station users to dial access customer-provided loudspeaker paging equipment.
- 2.11** Maintenance Alarms Requirements

  - 2.11.1** The system should define an alarm as an event that takes place when an anomaly is detected and corrective action is required.
  - 2.11.2** There are three classes of alarms:

    - 2.11.2.1** Critical – Indicates a loss of service that demands immediate attention. This alarm invokes system fail transfer.

2.11.2.2 Major – Indicates a fault that affects service to many users. Usually results in major degradation in service and requires attention to minimize user concerns.

2.11.2.3 Minor – Indicates any fault that does not fall into any of the above two classes (e.g., single set or single trunk failure).

2.11.3 An alarm condition is cleared when the fault is resolved.

## 2.12 Security Requirements

2.12.1 The system offers comprehensive Toll Control as an integral part of the Call Control. It allows restriction of user access to trunk routes and/or specific external directory numbers. It also allows Class of Restriction (COR) and Class of Service (COS) features that can substantially reduce the risk of toll fraud.

2.12.2 Authorized access to the system tools provides protection for various administration commands from unauthorized users. The web-based system tools are as follows:

2.12.2.1 System Administration

2.12.2.2 Group Administration

2.12.2.3 Personal Desktop User

2.13 Phone Desktop Sets Requirements – The phones will be manufactured in accordance with FCC hearing aid compatibility technical standards codified at 47 C.F.R. § [68.316](#) and the Telecommunications Act of 1996.

	Type 1	Type 2	Type 3	Soft Phone	Button Module
IP Telephone	X	X	X	X	X
Message Waiting	X	X	X	X	
Hold Button	X	X	X	X	
Volume Control	X	X	X	X	
Transfer	X	X	X	X	
Conference	X	X	X	X	
Display	1X20	3X20	6x20 lines		
Line Appearances	1	2	10	10	20
Feature Buttons	4	4	4		
System Directory		X	X	X	
Full Duplex Speakerphone		X	X		
Self Labeling Phones		X	X		X
Headset Jack		X	X		
Wireless Headset Hook Switch Control (EHS)		X	X		
Graphical User Interface on PC				X	
USB Headset Support				X	
Utilize PC speaker & Microphone				X	
802.1P/Q	X	X	X	X	X
802.3af	X	X	X		X
(2) 10/100 switch port		X	X		

**2.14 PC Attendant Console Requirements**

- 2.14.1 This device is designed for use as a primary, dedicated answer position (or secondary answer position), which must offer the following features:
- 2.14.2 Up to six primary call handling keys
  - 2.14.2.1 Answer
  - 2.14.2.2 Release
  - 2.14.2.3 Cancel
  - 2.14.2.4 Hold
  - 2.14.2.5 Retrieve
  - 2.14.2.6 Recover last call
  - 2.14.2.7 Up to 12 user programmable keys
  - 2.14.2.8 Volume control – ringer, handset
  - 2.14.2.9 Handset and headset sockets
- 2.14.3 Telephone system will route calls to a recorded announcement when calls are waiting or call rings reach predefined thresholds.
- 2.14.4 Graphical User Interface – must offer the following capabilities:
  - 2.14.4.1 Call status bar showing calls waiting to be answered
  - 2.14.4.2 Call source and destination
  - 2.14.4.3 Calls on hold
  - 2.14.4.4 Console status – day/night service, handset/headset, etc.
- 2.14.5 Application Zone – phone book, directory, shared notes, personal notes, and call tracking.

**2.15 VoIP Networking Requirements**

- 2.15.1 The telephone system supports four-digit dialing to all locations without dialing a leading digit.
- 2.15.2 The telephone system allows users to transfer calls across the internal network. There will be no limit on the number of times a call can be transferred between locations, and the system will utilize trunk optimization to ensure that redundant paths are released when both the transferred and terminating station/trunk are within the same network location.
- 2.15.3 If a call is transferred across the internal network, it recalls the original phone on a busy or no answer condition.
- 2.15.4 Users with LCD phones will have caller ID name and number appear on display before answering when a call originates over the internal network.
- 2.15.5 The telephone system will be equipped with six-digit least-cost routing to allow calls to be routed across the City's internal network to the lowest cost PSTN connection without dialing any special access/route dial codes, for example: 9+nx-xxxx or 9+npa-nxx-xxxx.
- 2.15.6 The following features should be available from one site to another over an internal transparent network:
  - 2.15.6.1 Callback busy/no answer
  - 2.15.6.2 Call forwarding
  - 2.15.6.3 Call hold

- 2.15.6.4 Called line identity
    - 2.15.6.5 Calling line identity
    - 2.15.6.6 Camp on
    - 2.15.6.7 Conferencing
    - 2.15.6.8 Distinctive ringing
    - 2.15.6.9 Do not disturb
    - 2.15.6.10 Centralized ACD call control and reporting
    - 2.15.6.11 Centralized SMDR
    - 2.15.6.12 Centralized voice mail
    - 2.15.6.13 Centralized trunks
  - 2.15.7 PRI trunks will terminate at specified City locations and will be accessible by all locations on the network.
  - 2.15.8 Proposed system(s) will support centralized voice messaging over the IP network. User interaction with the voice messaging system will be the same no matter where the user is located on the internal network. This includes, but is not limited to, multi-hop forwarding, message waiting lights, call forwarding to personal greetings, and message retrieval.
  - 2.15.9 Proposed system(s) must allow for a common numbering plan.
- 2.16 E-911 Requirements**
- 2.16.1 All 911 calls originating from a City location will provide an emergency line identification (ELID) number that could be used by the public safety automatic line identification (PSALI) database to identify the location of the calling party. The ELID number will be a DID number that is assignable to a single telephone or group of telephones that are in the same area.
  - 2.16.2 The system must have the ability for on-site notification that a 911 call has been made. The call will generate an audible alarm and display the calling party line information to a telephone or a PC.
  - 2.16.3 The system should have the ability to present an ELID number based on the switched port that supports the IP telephone.
- 2.17 Voice Data Network Integration Requirements**
- 2.17.1 The system must offer the following:
    - 2.17.1.1 SNMP for alarms, enabling the telephone system to integrate with existing data network managers such as Cisco Works.
    - 2.17.1.2 LDAP interface with MS Active Directory. The interface will allow the following system management functions to be accessed MS Active Directory:
      - 2.17.1.2.1 Add a new user's telephone and voice mailbox.
      - 2.17.1.2.2 Change a user's telephone number.
      - 2.17.1.2.3 Change a user's name.
      - 2.17.1.2.4 Change a user's VM password.
      - 2.17.1.2.5 Update the system telephone directory.
      - 2.17.1.2.6 Change PSTN access privileges.
      - 2.17.1.2.7 Change feature privileges.

2.17.1.2.8 Enable access to equipped applications such as Presence and Audio Conferencing.

## **2.18 System Management Requirements**

- 2.18.1** The system must offer a browser-based telecommunications management tool that enables system administrators to do the following:
  - 2.18.1.1** Manage multiple systems (locations).
  - 2.18.1.2** Provide user data administration across multiple systems, including the ability to schedule updates (e.g., integrate network telephone directory with network directory service database, schedule MACs, add and delete users, audit status of managed devices).
  - 2.18.1.3** Provide templates for all telephone models and configurations.
  - 2.18.1.4** Provide alarm management with page-out capability.
  - 2.18.1.5** Provide scheduling of maintenance functions such as data upgrades, backup, and restore.
  - 2.18.1.6** Provide remote software distribution and installation.
  - 2.18.1.7** Locate unused directory numbers and unused circuits.
  - 2.18.1.8** Provide tools which allow maintenance personnel to trouble shoot IP related issues down to the telephone level including but not limited to congestion, packet loss, jitter, and cmos scores.
- 2.18.2** The telephone system should have the following programming tools designed for different user levels:
  - 2.18.2.1** System Administration Tool – Provides an interface for trained technicians to use to program the system.
  - 2.18.2.2** Group Administration Tool – Provides an interface that enables administrators and receptionists to make changes to user information (e.g., hunt groups).
  - 2.18.2.3** Desktop Tool – Provides an interface for telephone users to program their telephone feature keys.
  - 2.18.2.4** Configuration Tool – Enables the installer to get a new system up and running.

## **2.19 Call Accounting System Requirements**

- 2.19.1** The system must provide browser access for system administration, reporting, and maintenance.
- 2.19.2** The system shall be capable of collecting all inbound (including CLID if provided), outbound, and internal call records from the telephone system.
- 2.19.3** The system shall support Authorization/Account codes.
- 2.19.4** The user database will support the following inputs or fields:
  - 2.19.4.1** Telephone number
  - 2.19.4.2** First and last name
  - 2.19.4.3** Department or account number
  - 2.19.4.4** Authorization/account code
  - 2.19.4.5** Telephone type & associated cost
  - 2.19.4.6** Location, including building and room number
- 2.19.5** The system shall allow customized call costing for each trunk group.

- 2.19.6 The system shall provide standard and customizable report options, which can be generated monthly, weekly, daily, or ad hoc as needed.
- 2.19.7 The system shall allow monthly reports to be automatically generated and distributed via email to any recipient designated by the City.
- 2.19.8 The system shall allow the administrator to generate reports on any of the defined user fields.
- 2.19.9 The system shall provide call tracing capability—i.e., the ability to trap individual internal and external telephone numbers and generate alarms when a call is received or transmitted from a predefined number.

## **2.20 Voice Mail System (VMS) Requirements**

- 2.20.1 At a minimum, the voice mail system will be equipped with a primary and secondary server and will allow the two servers to be split. The primary server will be located in the City Hall and the secondary server will be located at the City's Police HQ.
- 2.20.2 Voice mail ports will be equipped at both locations and will be configured in a single hunt group to allow overflow between locations. During normal operation, all ports will be controlled by the active processor and will be accessible from all locations on the voice network.
- 2.20.3 The system will be designed to allow the secondary processor to take full or partial control of all equipped ports and route calls to the appropriate mailbox or auto attendant if contact with the primary server is lost due to a server or WAN/LAN failure.
- 2.20.4 Should primary server lose contact or control of the ports at the secondary site, the primary and secondary processor will take over control of the local ports and will route calls to the appropriate mailbox or auto attendant. Once contact is reestablished between the servers or ports, the two servers will be synchronized to ensure messages and greetings are the same on both servers.
- 2.20.5 Voice Mail System Feature Requirements
  - 2.20.5.1 Auto Attendant – Provide multiple auto attendants or trees with the ability to do the following:
  - 2.20.5.2 Play different multi-level greetings depending on the time of day, day of week, or day of year.
  - 2.20.5.3 Provide a City directory that allows dial-by-number or dial-by-name.
  - 2.20.5.4 Provide separate auto attendant or trees for departmental use as required. Can be configured/revised by user-department staff.
  - 2.20.5.5 Allow single-digit option extension.
  - 2.20.5.6 Provide zero-out option to predefined extension number or secondary tree.
  - 2.20.5.7 Broadcast Message – Provide the ability for the system administrator or operator with the appropriate password to send a message to all users on the voice messaging system.
  - 2.20.5.8 Call Answer – VMS calls will be answered on the first ring and be time and date stamped.
  - 2.20.5.9 Disconnect Detection – The VMS must detect that a caller has hung up and immediately disconnect and restore the line to service.
  - 2.20.5.10 DTMF Signaling – The system must be able to receive and generate standard DTMF tone signaling.
  - 2.20.5.11 Escape – A caller will have VMS escape options before or after leaving a message by dialing 0 to reach an operator or up to five digits to an extension.

- 2.20.5.12 Forwarding – The following forwarded call types must be accommodated by the VMS:
- 2.20.5.13 Internal calls within the telephone system
- 2.20.5.14 Analog DID, Centrex, 1FBs, or PRI digital service
- 2.20.5.15 Toll-free lines
- 2.20.5.16 Tie trunk
- 2.20.5.17 Identification (Pass Codes) Code – Users accessing the system will enter at least a six-digit pass code, which must be system validated to provide security.
- 2.20.5.18 Integration – The voice mail system must fully integrate with the proposed telephone system.
- 2.20.5.19 Message Forwarding – Messages may be forwarded to single or multiple destinations with or without introductory comments.
- 2.20.5.20 Pass Code Change Control – The system should allow user-controlled pass code changes.
- 2.20.5.21 Programming – Must be completed by using the Web-based system integration tool to assign voice mail users and update the directory concurrently.
- 2.20.5.22 PSTN Connection Blocking – It will not be possible for a caller connected to the PSTN to be reconnected to the PSTN.
- 2.20.5.23 Security – A caller will not be able to pass through any auto attendant to reach an outside line.
- 2.20.5.24 System Announcement/Broadcast – The system must support a system announcement or broadcast message up to five minutes in length to all mailbox subscribers.
- 2.20.5.25 System Distribution Lists – The VMS will support a minimum of 50 system distribution lists with a minimum of 100 mailboxes each.
- 2.20.5.26 Subscriber Mailboxes – Must provide the following:
  - 2.20.5.26.1 Password Protection – Access to a subscriber's mailbox will be password protected.
  - 2.20.5.26.2 Answer Announcement – Individual personalized greetings of up to three minutes for each mailbox are required. At a minimum, the system will provide standard and extended absence greetings.
  - 2.20.5.26.3 Menus – The system must provide easy-to-use menus that allow subscribers to send urgent, private, or certified messages.
  - 2.20.5.26.4 Message Waiting Light – The system must provide a message-waiting light on the telephone, along with the option to allow a user to set up external notification to pager, cell phone, or other telecommunications device when a new message has arrived.
  - 2.20.5.26.5 Message Reply – Mailbox owners must be able to reply to a message from a mailbox on the same system by pressing a single key.
  - 2.20.5.26.6 Message Retrieval – Mailbox owners will automatically be given mailbox status upon call-in. Mailbox status should include the following:
    - 2.20.5.26.6.1 Number of new messages since last access
    - 2.20.5.26.6.2 Number of saved messages existing

- 2.20.5.27** Upon accessing the messages, the user may delete, skip, or save a message. Saved VMS messages may be deleted only by the user or the VMS administrator.
- 2.20.5.28** Station Dialing – In addition to the menu/route, callers may access an individual station by inputting either the extension number or the called party's last name.
- 2.20.5.29** User Controls – The VMS protocol will provide the following user controls:
  - 2.20.5.29.1 Playback messages
  - 2.20.5.29.2 Skip to next message
  - 2.20.5.29.3 Forward/review within the message
  - 2.20.5.29.4 Cancel review
  - 2.20.5.29.5 Replay last message
  - 2.20.5.29.6 Replay faster or slower
  - 2.20.5.29.7 Pause
  - 2.20.5.29.8 Append information
  - 2.20.5.29.9 Forward message (to mailbox or list)
  - 2.20.5.29.10 Create new answer announcement
  - 2.20.5.29.11 Increase playback volume
- 2.20.5.30** Tutorial – The system must provide a user tutorial that assists new subscribers with mailbox setup.
- 2.20.5.31** Outcall Notification – VMS needs to be able to notify users of new voicemail messages via phone call, text message, or DTMF.
- 2.20.5.32** Message Review – It will be possible for a caller leaving a voice mail message to review and edit the message.
- 2.20.5.33** VMS Remote Maintenance – The system will be equipped with a remote maintenance port to allow the manufacturer, supplier, or system administrator to connect remotely to perform service or administrative functions.
- 2.20.5.34** Voice Mail Security Requirements
- 2.20.5.35** Audit Trail – Users may designate a necessary written record of message destination, input time, and receipt. This audit trail will be printed on the administrative console along with daily reports.
- 2.20.5.36** Password – At least six digits (alphanumeric), with automatic shut-off should three successive failures occur in trying to gain entry within a ten-minute timeframe or less. At the time of shutdown, an alarm should appear on the on-site administrative terminal.
- 2.20.5.37** Password Change Control – The ability to force users to change their pass code periodically. This is a variable length of time, which normally can be set by the system administrator as required.
- 2.20.6** System Administration
  - 2.20.6.1** System Changes – The administrator must be able to add/delete mailboxes, change general recordings, and perform other administrative duties while the system is in operation.
  - 2.20.6.2** VMS Usage Reports – Will be available on customer demand or automatically on a pre-programmed basis of quarter-, half-, or one-hour timeframes or daily and weekly. At a minimum, they will report the following:
    - 2.20.6.2.1 Storage space used for announcement or information mailboxes

2.20.6.2.2 Message storage space

2.20.6.2.3 Maximum storage space used during the report interval

**2.20.6.3** VMS Traffic Reports – Will be available on customer demand and should include the following:

2.20.6.3.1 Total calls answered

2.20.6.3.2 Total calls routed to station

2.20.6.3.3 Total calls routed to default

2.20.6.3.4 Total calls abandoned

2.20.6.3.5 CCS use and call count by input port

2.20.6.3.6 Greetings played

2.20.6.3.7 Number of log-ins

2.20.6.3.8 User connect time

2.20.6.3.9 Caller connect time

2.20.6.3.10 Number of messages left

2.20.6.3.11 Number of pages

**2.20.6.4** System Operation – The administrative programs and traffic information collected should be available during system operation.

**2.20.6.5** System Backup – Provide a means to back up all system configurations, including mailboxes, greetings, auto attendants, and messages. This is normally provided through a tape backup system or via connection to a separate storage device through the LAN.

## **2.21 Telephone & Voice Mail System Implementation Requirements**

**2.21.1** Standards – As these specifications are put together with no specific equipment or Respondent in mind, the Contractor shall include in the installation cost (2) two informational presentations to the City's project team. The purpose of the meetings is to educate the project team on the systems functional capabilities and best practices for implementing these capabilities and to set the standards for how the system is to be installed. Any decisions or requests at the department level that either increase cost or are outside of the City standards will need the written approval of the City Project Manager.

**2.21.2** Station Reviews – The Contractor's customer service personnel shall hold departmental meetings with each department to determine features, types of phone and physical location, call routing, restrictions, etc., on a per-phone basis. The City will assist with scheduling, but the Contractor is responsible for collecting any and all information required to install and cutover all systems.

**2.21.3** Documentation – The Contractor will be responsible for marking the location of each telephone on the City-provided floor plans and updating the City cable records and cut sheets. Following each building cutover, the Contractor will provide the City with an updated database and cable records in an electronic format such as (Microsoft Excel or Access) and one complete set of updated floor plans. There will be no exceptions to this.

**2.21.4** Equipment Installation – The Contractor is required to install, configure, and test all materials and equipment provided under this RFP.

**2.21.5** System Programming – The Contractor will provide all system programming and database entry, including but not limited to stations and station features, voice mail boxes, auto attendant trunks, least cost routing, networking, and integrated connections to the voice mail system, system management, call accounting, and data network to

provide a fully operational turnkey telephone, voice messaging system, system management, and call accounting system.

- 2.21.6 Telephone Connections – The Contractor shall provide and complete all required cross connects or patch cord connections between the telephone system equipment and the telephones at the main equipment room (MER) and all telephone room (TR) locations, including all required connections between the data switch and VoIP telephones.
- 2.21.7 Data Network Connection – The Contractor will provide and install all required connections between the telephone system and the data network, including all cable, jacks, patch panels, and patch cords.
- 2.21.8 Data Network Configuration – The Contractor will be responsible for providing all QoS, VLAN, and IP addressing configuration requirements to support all VoIP applications to the City and will assist the City IT staff with the configuration/installation.
- 2.21.9 Set, Test, and Label – All phones, faxes, and modems will be live. The Contractor is responsible for placing, testing, and labeling all phones. Every phone, fax, and modem line will be tested to ensure it can make and receive calls at the assigned number and the assigned features and PSTN connections function properly when placed.
- 2.21.10 Asset Tags – Contractor will label and inventory all provided equipment and components valued at a \$1,000.00 or higher with a City-supplied asset tag. At a minimum, the inventory will include the name of the device, serial number, and asset tag number.
- 2.21.11 Interconnection and Coordination with Local Telephone Utility – The local exchange carrier and/or alternate carrier will provide trunks and PRIs. The Contractor shall provide complete coordination between switch and local telephone utility regarding T-1 trunks and leased lines. The Contractor must also coordinate with the IT staff for connection to the City network.
- 2.21.12 When installation is complete, the Contractor shall furnish the City with two complete sets (in three-ring binders) of project documentation, as well as electronic copies of project documentation on CDs in MS Office format.
- 2.21.13 The Contractor will provide documentation as follows:
  - 2.21.13.1 Logical diagrams for the voice and data products provided, installed, and connected to the network
  - 2.21.13.2 Static IP numbers assigned to all telephony equipment, noted both on diagrams and on a separate table/spreadsheet
  - 2.21.13.3 Standard templates for all telephones provided
  - 2.21.13.4 Numbering plan design for each location
  - 2.21.13.5 Least cost call routing schemes
  - 2.21.13.6 Class of restriction tables
  - 2.21.13.7 Class of service tables
  - 2.21.13.8 Route and trunk configuration tables
  - 2.21.13.9 IP networking Quality of Service configurations
  - 2.21.13.10 Contact center call flow diagram
  - 2.21.13.11 Dial Number Identification Service (DNIS) assignment
  - 2.21.13.12 Call recording configuration and telephone assignments
  - 2.21.13.13 Diagram of all auto attendants/self service trees/menu services
- 2.22 Training Requirements
  - 2.22.1 Telephone End User Training – The Contractor shall conduct on-site, hands-on user training sessions for all IP telephone users, limited to a maximum of 12 people in any

one session. Sessions shall last approximately one (1) hour each. The Contractor is responsible for the cost to install cable from the switch to the training location to provide up to 12 live telephones.

- 2.22.2** Attendant/Main Answering Point – The Contractor shall provide a minimum of two (2) hours of on-site, hands-on training for two attendants.
- 2.22.3** System Management – The Contractor shall provide a minimum of sixteen (16) hours of training for two system administrators on the use of the system management tools and modules provided, including the following:
  - 2.22.3.1** Familiarization with features of all components
  - 2.22.3.2** Add, move, or change telephones and voice mail boxes
  - 2.22.3.3** Add or change user templates
  - 2.22.3.4** Add or change class of service and trunk group restriction
  - 2.22.3.5** Add or change auto attendants
  - 2.22.3.6** Configuration details of selected applications, and how to configure new users or groups
  - 2.22.3.7** Run traffic reports
  - 2.22.3.8** Find unused numbers
  - 2.22.3.9** Add, move, or change E911 ELID
  - 2.22.3.10** Overview of system documentation and use of all system manuals
- 2.22.4** Call Accounting – The Contractor shall provide a minimum of eight (8) hours of training for two system administrators on the use of the call accounting system provided including:
  - 2.22.4.1** Familiarization with features of all components
  - 2.22.4.2** Moves adds and changes for the following
    - 2.22.4.3** Users
    - 2.22.4.4** Departments & department numbers
    - 2.22.4.5** Locations
    - 2.22.4.6** Trunk groups
    - 2.22.4.7** Trunks
    - 2.22.4.8** Account codes
    - 2.22.4.9** Telephone type
    - 2.22.4.10** Rate table updates
    - 2.22.4.11** Report generation
    - 2.22.4.12** Overview of system documentation and use of all system manuals
- 2.22.5** Instruction Manual – All users are to be provided with an instruction manual which has been customized to match the City's standard feature offering for their telephone type.
- 2.22.6** Refresher Training – The Contractor will offer refresher training classes at a designated City facility three weeks after the cutover. This training will include live telephones for an eight (8) hour day.
- 2.22.7** Training Media – Training media from the manufacturer are required to be left on site or made available on the internet. The City also has the right to videotape training classes given by the Contractor.

- 2.22.8 Technical Manual – As a part of the equipment to be delivered, the Contractor shall furnish with the equipment one (1) complete technical service manual describing the telephone equipment and any related items, as well as media in CD and online form.

## 2.23 Post Cutover Requirements

- 2.23.1 Cutover – The Contractor will provide on-site technical resources to resolve technical and end user issues following each cutover until all issues are resolved to each District's satisfaction.
- 2.23.2 The Contractor is required to complete the following items within the first 30 days following the cutover of each system:
  - 2.23.2.1 Completion of any outstanding adds, moves, or changes
  - 2.23.2.2 Internal system traffic study
  - 2.23.2.3 Refresher training classes
  - 2.23.2.4 Station software changes

## 3. **OPTIONAL CONTACT CENTER REQUIREMENTS:**

- 3.1 All applications provided in support of the Contact Center under this RFP will be available to all the City offices, including home office workers.
- 3.2 The Contact Center Call Routing and Reporting Application will support the following:
  - 3.2.1 ACD GROUP – Multiple telephones or agents assigned to the same incoming number. The ACD feature of the switch distributes incoming calls evenly to all telephones or agents in the group based on customer-defined parameters such as longest idle, priority, agent status, and occupancy.
  - 3.2.2 ACD TEAMS – The ability to sub-define an ACD group into different teams of agents. Teams can also be used to define subgroups of agents across ACD groups.
  - 3.2.3 AGENT – The number of agents that can be simultaneously logged on to the system. Agents are assigned an identification code that they use to log on to a telephone instrument. The Agent ID brings the agent's individual agent characteristics (skill set assignments, priority levels) to that instrument.
  - 3.2.4 ACTIVITY CODES – The ability of the system to accumulate and report information regarding the types of calls handled by agents through use of event recorders or "stroke counts" at the agent set, typically provided via a feature button on the agent set. The system must support use of multiple activity codes per call, with agents allowed to enter these codes at any time during or after the call and with each registration silent to the caller.
  - 3.2.5 AUTOMATIC AGENT BUSYOUT – The ability of the system to recognize when a caller is presented to the next available agent and the agent does not answer the call. When such an event occurs, the system automatically removes the agent from the queue, flags the event for reporting, and returns the call to the front of the queue for delivery to the next available agent.
  - 3.2.6 AUTOMATIC REPORTING – The ability to program the system to generate historical reports automatically at preset intervals.
  - 3.2.7 CALLS WAITING DISPLAY – Display the number of calls waiting in queue on the agents telephone display.
  - 3.2.8 ANI/DNIS ROUTING – The ability to route incoming calls to specific ACD groups or routing tables based upon the DNIS or DID number of the call.
  - 3.2.9 DNIS Name Display – Allows a name to be associated with the dial number terminating on an agent's telephone.

- 3.2.10** RECORDED ANNOUNCEMENT – Each ACD group will have the ability to play a minimum of three separate announcements to a caller placed into queue. The first would be provided to a caller upon entering the queue when the ACD group is open. The second would be provided/repeated once a caller has held beyond a predefined threshold. The third would be played when the ACD group is closed.
- 3.2.11** MUSIC ON HOLD – The ability to provide a caller in queue a music or information source in between announcements.
- 3.2.12** SILENT MONITOR – The ability of the system to allow supervisors to silently monitor conversations of agents assigned to their groups.
- 3.2.13** SUPERVISOR AS AGENT – The ability of the system to allow supervisors to temporarily handle incoming calls during busy periods, usually provided by the supervisor's use of an Agent ID.
- 3.2.14** SUPERVISOR ASSISTANCE – The ability of the agent to press a single button on the telephone to signal a supervisor for assistance with the call.
- 3.2.15** AGENT PC INTERFACE – Agent can view the current status of their assigned groups, including the number of calls waiting, the duration of the longest call waiting, the average speed of answer, the status of each agent, and the number of calls they have answered. Screen refresh time (the time it takes the system to update the real-time information of the screen) must not be any longer than two seconds.
- 3.2.16** AUTOMATIC PRIORITY UPGRADE – The ability of the system to automatically upgrade the priority level of an individual call, typically based upon the length of time that the call has been holding.
- 3.2.17** CALL PROMPTING WITHOUT LOSS OF QUEUE PLACEMENT – The ability of the system to provide a waiting caller with a menu that provides the caller with various options (such as leaving a voice mail message, transferring to a specific extension, return to IVR, continuing to wait in queue, etc.), which are activated via pushbutton commands. While the callers are presented with their various options, the system maintains their place in queue, allowing those who choose to remain in queue to be presented to the next available agent.
- 3.2.18** CONDITIONAL CALL ROUTING – Monitors real-time parameters such as calls waiting, available agents, and wait time, and automatically reconfigures the routing sequence of calls to continually optimize the handling of incoming calls.
- 3.2.19** DYNAMIC RECONFIGURATION CAPABILITIES – The supervisor must have the ability to dynamically change certain system, agent, and group parameters on a real-time basis in order to quickly respond to dynamically changing conditions. For each parameter listed below, indicate whether the system is capable of allowing supervisors the ability to make such changes on a real-time basis:

  - 3.2.19.1** Sign-on/off agents
  - 3.2.19.2** Move agents between groups/skills and teams
  - 3.2.19.3** Change incoming call routing patterns
- 3.2.20** EXPECTED WAIT TIME – Upon entering the system, the caller will be told what their expected wait time is based on the current call volumes and agent availability when they entered the queue.
- 3.2.21** FLEXIBLE CALL ROUTING CAPABILITIES – The ability of the system to direct incoming calls to software “pointers” or “vectors” in the system, with each pointer or vector having an associated routing table to direct the processing of the call. As opposed to traditional methods of directly assigning incoming trunks to specific ACD groups, flexible call routing systems permit users more flexibility in responding to dynamic incoming calling patterns, as these pointers and their associated routing table may be simply “swapped” to respond to changing conditions.

- 3.2.22 LAST AGENT ROUTING – The ability to route a caller to the agent that they worked with last based on their calling line ID.
- 3.2.23 MULTI-GROUP QUEUING – The ability of the system to queue a particular call to up to three groups or skill sets at the same time.
- 3.2.24 MULTIPLE SITE SUPPORT – With IP network connections between sites or nodes, ACD agent groups share the incoming call load equally between sites and can be serviced anywhere in the network, independent of the network location that originally received the call.
- 3.2.25 OFF SITE ACD AGENT – Allows an ACD agent to be located off site (at home) with all features and functions available as if they were located on site.
- 3.2.26 TIME-OF-DAY ROUTING – The ability of the system to automatically change the routing pattern of incoming calls based upon the time of day. At least three automatic time-of-day changes per group/routing pattern must be supported.
- 3.2.27 SUPERVISOR TERMINAL – Browser-based supervisor terminal highlights various information in different colors to draw attention to conditions exceeding customer-established limits.
- 3.2.28 CUSTOMIZED REPORTING – The ability of the system to provide reports that can be customized by supervisors in both format and the calculation of data.
- 3.2.29 GRAPHICAL REPORTING INTERFACE – The ability of the system to present both real-time and historical reports in a graph form to enhance both the presentation and understanding of the data. Indicate which of the following types of graphs are supported:
  - 3.2.29.1 Bar
  - 3.2.29.2 Stacked Bar
  - 3.2.29.3 Pie
  - 3.2.29.4 Area
- 3.2.30 HISTORICAL REPORTING – The ability of the system to accumulate data regarding system performance and generate appropriate reports detailing system operation over a specified period. Reporting periods that can be specified must be interval, hourly, daily, weekly, and monthly at the very least. Reports must be capable of being directed to external printers or the supervisor's terminal screen at the supervisor's discretion, as well as being stored in a file format suitable for export to an external computing platform for additional processing. Attach documentation to your proposal detailing the reports and the information included in each report that has been included in the cost of the proposed system.
- 3.2.31 MULTIPLE SITE REPORTING – The ability to provide the features listed above from a centralized platform to multiple locations using IP networking.
- 3.2.32 ON-DEMAND REPORTING – The ability to request historical reports at any time (for example, shift totals), with the entire reporting format options made available to the supervisor requesting such reports.
- 3.2.33 SUPERVISOR ACCESS – Supervisors can view the current status of their assigned agents and groups, the number of calls waiting for each group, the duration of the longest call waiting for each group, the average speed of answer for each group, the status of each agent, and the length of time that each agent has been in that state. Screen refresh time (the time it takes the system to update the real-time information of the screen) must not be any longer than two seconds.
- 3.2.34 SUPERVISOR ACCESS RESTRICTIONS – The system will support multiple levels of system administrative and supervisor access to be defined from fully restricted view only to fully unrestricted system access.

- 3.2.35 **DASHBOARD DISPLAY CAPABILITIES** – The ability of the system to offer the Contact Center as well as the agent's performance statistics directly to their PC display. This feature also allows the supervisor to send messages to agents.

### **3.3 Contact Center Implementation**

- 3.3.1 **Personnel** – The Contractor shall provide personnel who specialize in Contact Center deployments and are fully certified on the Contact Center applications provided.
- 3.3.2 **Standards** – As these specifications are put together with no specific equipment or Respondent in mind, the Contractor shall include in the installation cost four (4) hours to provide informational presentations to the City's Contact Center Management (CCM). The purpose of the meetings is to provide a full review of the system's call routing functionality, reporting capabilities, and agent and supervisor features. The Contractor's Contact Center Specialists (CCS) shall inform all CCMs of decisions that they will need to make regarding the equipment and software being installed.
- 3.3.3 **Contact Center Design Reviews** – The Contractor's CCS personnel shall hold separate meetings with Clerk of Court, Growth Resource Management, Elections, IT Console Operators, and the IT Help Desk to determine specific routing, reporting agent, and supervisor needs of each department as required to fully design and implement a turnkey solution for each group.
- 3.3.4 **Equipment Installation** – The Contractor shall install, configure, and test all materials and equipment provided under this RFP.
- 3.3.5 **System Programming** – The Contractor shall provide all system programming and database entry, including but not limited to agents, supervisors, call routing, scripts, custom reports, call recording logs, and system backups to provide a fully operational turnkey Contact Center solution.

### **3.4 Contact Center Training**

- 3.4.1 **ACD Supervisor/Agent Telephone User** – The Contractor shall provide separate training sessions for all ACD telephone users, limited to six (6) people maximum in any one session. Sessions shall last approximately two (2) hours each. Training will include telephone operation and any advanced ACD features provided through a PC. Training will occur at a location specified by the City.
- 3.4.2 **Supervisor Applications** – The Contractor shall provide supervisor/management overview training for the following:
  - 3.4.2.1 **Contact Center Application** – Three (3) hours of training, to include the following:
    - 3.4.2.2 Supervisor display, monitoring, and messaging capabilities
    - 3.4.2.3 Generating reports
    - 3.4.2.4 Setting agent priorities
- 3.4.3 **Agent Applications** – The Contractor shall provide one (1) hour Agent training sessions on agent display, monitoring, and messaging capabilities.
- 3.4.4 **System Management** – The Contractor shall provide in-depth training for at least two (2) system administrators on the use of the system management tools and modules provided, including the following:
  - 3.4.4.1 **Contact Center Application** – Eight (8) hours, to include the following:
    - 3.4.4.2 Supervisor display, monitoring, and messaging capabilities
    - 3.4.4.3 Generating reports
    - 3.4.4.4 Creating ACD groups and agents
    - 3.4.4.5 Setting agent priorities
    - 3.4.4.6 Moving agents

3.4.4.7 Provide overview of system documentation and use of all system manuals.

**3.5 Contact Center Documentation**

3.5.1 The Contractor will provide manuals (full documentation) for all components and an explanation of where and how to obtain support.

**3.5.2 Instruction Manuals**

3.5.2.1 The Agent Manual will be customized and provide instructions for all applications to which agents have access.

3.5.2.2 The Supervisor Manual will be customized and provide instructions for all applications to which supervisors have access.

3.5.3 Technical Manual – As a part of the equipment to be delivered, the Contractor shall furnish with the equipment one (1) complete technical service manual describing the all components implemented in support of the City's Contact Center Applications, as well as media in CD and online form.

**3.6 Contact Center Post Cutover Requirements**

3.6.1 The Contractor will provide a minimum of one (1) Contact Center Specialist for one (1) business day following the cutover of the Contact Center applications to assist supervisors, agents, and management with the deployed applications.

3.6.2 Following the first full month of service, the Contact Center Specialist will verify that all applications and reports are performing as expected and will review the information, reports, and audited information collected with the Contact Center Management Team.

**3.7 Contact Center Service and Support**

3.7.1 In addition to the general maintenance service, the following features must be included in the warranty period and under maintenance contract:

3.7.1.1 Contractor's Contact Center specialists will provide bi-annual review and audit of all Contact Center applications and performance and will make recommendations on any required changes.

**4. OPTIONAL APPLICATIONS:**

**4.1 Conference Bridge with Collaboration Requirements**

4.1.1 The audio conference bridge will be fully integrated with the proposed telephone system and will support features such as authorization codes, call detailed recording, and charge accounts for billing.

4.1.2 The system administrator/users will have access to the system via Web-based tools for scheduling, conference control, adding users, and running reports.

4.1.3 The system will support automatic dial-out and/or participant dial-in.

4.1.4 User access will be password protected and support multiple levels of system/user privileges.

4.1.5 Conference chairperson will have the ability to add or remove conferees with either touch tone or Web-based commands.

4.1.6 The system will support several simultaneous conferences or a single conference and allow for complete utilization of all equipped channels.

4.1.7 The system will provide collaboration capabilities that will allow conference attendees to view or share files, applications, or presentations. This service will support one-on-one or one-to-many collaboration sessions.

4.1.8 System may optionally allow all meetings to be recorded.

**4.2 Standard PC Desktop Unified Communications Application**

- 4.2.1 Directory/Contacts Dialing – Provide a drop-down box for name entry and dialing from internal directory or GroupWise contacts.
  - 4.2.2 Call Control – Provide call control, including dialing, disconnect, transfer, and conference.
  - 4.2.3 Key Label – Allow user to change the label associated with feature or line appearance key.
  - 4.2.4 Speed Call List – Allow user to program numbers into a personal speed call list.
  - 4.2.5 Call History – Allow user to view and redial a minimum of the last 100 calls placed or received at their telephone extension. The history must include the following:
    - 4.2.5.1 Date
    - 4.2.5.2 Start and end time
    - 4.2.5.3 Telephone number
    - 4.2.5.4 Name from system directory and GroupWise contacts database
  - 4.2.6 Personal Voice Mail Administration – User must have the ability to change their call coverage destination, outcall notification, and find me number.
  - 4.2.7 Status Change – Allow user to select a status that approximates their current state from a group of predefined definitions.
  - 4.2.8 Presence – The ability to dynamically display a person or group of peoples' availability or status for various communication systems, including desktop and mobile telephone, IM, PC activity, and GroupWise calendar information.
  - 4.2.9 Work Groups/Buddy List – Each user must be allowed to define work groups or a buddy list and assign other users as required, provided their restriction class allows.
  - 4.2.10 Restriction Class – Provide a means to restrict which users an individual can view in their buddy list or workgroup.
  - 4.2.11 Docking – Allow user to dock the application on the top, side, or bottom of monitor or minimize to system tray if desired.
- 4.3 Advanced PC Desktop Unified Communications Application
- 4.3.1 Advanced PC Desktop Applications will include all standard features plus the following
    - 4.3.1.1 Collaboration – Provide the means to allow real time file sharing and white boarding.
    - 4.3.1.2 Instant Messaging – Provide the ability to send and receive secure text messages within the City network. The system must provide logging and archive capabilities and support authentication and encryption.
    - 4.3.1.3 Desktop Video – Allow user to request and establish a video call with other video-enabled users on the system.
    - 4.3.1.4 User's desktop PC will be utilized to manage and view video calls.
      - 4.3.1.4.1 Video user will be able to allow or deny a request for video call.
      - 4.3.1.4.2 Video users who have an active audio call will be able to establish a video call with no interruption to the existing call.
      - 4.3.1.4.3 Audio will be available through telephone handset, PC speaker and microphone, or USB headset.
    - 4.3.1.5 Multi-party video conferencing, if equipped, will be available to all video users.
- 4.4 Call Recording

- 4.4.1 VoIP Integration – The system will provide VoIP integration with the proposed PBX platform and allow a combination of full time, on-demand and Contact Center call recording to be used at any of the City's locations connected to the voice network.
- 4.4.2 Playback – Users or their supervisor can choose the recorded interaction they want to review, and the recorded conversation will play.
- 4.4.3 Historical Reports – System will allow reports to be generated for a specific user agent or group for evaluation. Reporting periods that can be specified must be interval, hourly, daily, weekly, and monthly.
- 4.4.4 Automatic Evaluation Scheduling – Allows the scheduling of a predetermined number of recorded calls per agent to be automatically located and presented to the Supervisor to grade.
- 4.4.5 Call Location – Users can quickly locate all calls that have been recorded using a wide variety of search criteria such date and time, agent ID, extension number, calling number, and DNIS digits.
- 4.4.6 User Access – From their desktop, users will be able to review their recorded calls.
- 4.5 Speech Activated Auto Attendant
  - 4.5.1 System Management – The system will be integrated with the telephone/voice mail and will allow new user information to be updated from the telephone system management terminal.
  - 4.5.2 Auto Attendant – Provide multiple auto attendants or trees with the ability to do the following:
    - 4.5.2.1 Play different multi-level greetings depending on the time of day, day of week, or day of year.
    - 4.5.2.2 Provide a City directory that allows user to reach their desired party by speaking their name or department.
    - 4.5.2.3 Provide separate auto attendant or trees for departmental use as required. Can be configured/revised by user-department staff.
    - 4.5.2.4 Allow single-digit option extension.
    - 4.5.2.5 Provide zero-out option to predefined extension number or secondary tree.
  - 4.5.3 Optional Voice Mail Features
    - 4.5.3.1 Find Me Follow Me – Allows caller to reach a user at an alternate number based on rules the user defines, such as time of day, day of week, and calling line ID.
    - 4.5.3.2 Redundant Message Storage – The ability to disk mirror system greetings, messages, or both.
    - 4.5.3.3 Speech Recognition for Mailbox Commands – The ability to allow users to manage their mailbox through spoken commands as an alternative to the standard telephone user interface (TUI).
    - 4.5.3.4 User Mailbox Administration – Browser-based tool that allows users to manipulate their personal voice mailbox features such as attendants, schedules, and greetings. Please provide a description of the administrative features available to end users on the proposed system.
    - 4.5.3.5 Integrated/Unified Messaging Requirements
    - 4.5.3.6 The City currently uses Exchange 2007 as its e-mail platform. Please provide details on the integration capabilities of the proposed voice mail system with this platform the system will allow users to access and view the voice mail messages via a client or browser interface.

- 4.5.3.7 The City would prefer to maintain separate servers for e-mail and voice mail, but they will consider other options. The system must provide a unique identifier for voice and fax.
- 4.5.3.8 The system shall provide a unique identifier for voice, fax, and e-mail messages in the subscriber's e-mail inbox. The system must provide caller information, including name and calling line ID.
- 4.5.3.9 Playback Options
  - 4.5.3.9.1 The system must have the ability to play back voice mail messages through a multimedia PC.
  - 4.5.3.9.2 The system must have the ability to control playback of voice mail messages on the PC terminal while listening to them on a telephone.
- 4.5.3.10 Telephone User Interface (TUI) Playback Options
  - 4.5.3.10.1 Provide user with the ability to determine the total number of new voice and e-mail messages upon login to voice mail mailbox
  - 4.5.3.10.2 Provides the ability to prioritize both voice and e-mail messages through the computer screen
- 4.5.3.11 The system shall support browser access
- 4.5.4 Optional Applications Implementation – For any optional items/systems accepted by the City and made part of the contract, the delivery, installation, and configuration shall be included in the project schedule.
  - 4.5.4.1 Personnel – The Contractor shall provide personnel who specialize in deployment of the selected option and are fully certified on the applications provided.
- 4.5.5 Standards – As these specifications are put together with no specific equipment or Respondent in mind, the Contractor shall include in the installation cost two (2) hours to provide informational presentations for each option selected to the project team.
- 4.5.6 Design Reviews – The Contractor's personnel shall include any option selected in the departmental design meetings.
- 4.5.7 Equipment Installation – The Contractor is required to install, configure, and test all applications, materials, and equipment provided under this RFP.
- 4.5.8 System Programming – The Contractor shall provide all system programming and database entry for any option selected by the City.
- 4.5.9 Clients – Client software shall be centrally administered and support remote installation or allow the service to be pushed to an end user's PC. The Contractor will install the first 25 clients for each option selected that requires a client to be loaded on the end user's personal computer or mobile device.
- 4.5.10 Database – Contractor shall provide all database entry needed to ensure the applications provided function according to the City, manufacturer, and industry standards.
- 4.5.11 Optional Application Training
  - 4.5.11.1 User – Desktop & mobile device applications, including Call Control and Presence training sessions will be limited to twenty (20) people maximum in any one session. Sessions shall last approximately one (1) hour each.
  - 4.5.11.2 System Management – The Contractor shall provide in-depth training for at least two (2) system administrators on the use of the system, including the following:
    - 4.5.11.2.1 Client Installation
    - 4.5.11.2.2 Database management

- 4.5.11.2.3 Class of service definitions
- 4.5.11.2.4 System management and alarms
- 4.5.11.3 System Documentation – The Contractor shall provide an overview of the system documentation and the use of all system manuals.
- 4.5.12 Optional Application Documentation
  - 4.5.12.1 Full Documentation – Contractor shall provide manuals for all components and shall explain where and how to obtain support.
  - 4.5.12.2 Instruction Manual – User manual shall be customized and provide instructions for all applications that users have access to.
  - 4.5.12.3 Technical Manual – As a part of the equipment to be delivered, the Contractor shall furnish with the equipment one (1) complete technical service manual describing all components implemented in support of any application provided. In addition, manuals will be available in electronic media and/or online.
- 4.5.13 Optional Application Post-Cutover Requirements – The Contractor shall provide a minimum of one (1) application specialist for one (1) business day following the cutover of any of the options implemented to assist users and management with the deployed applications.
- 4.5.14 Optional Application Service and Support – In addition to the general maintenance service, the following features must be included in the warranty period and under maintenance contract:
  - 4.5.14.1 Contractor will provide bi-annual review and audit of all applications and performance and make recommendations on any required changes.

**5. DATA NETWORK REQUIREMENTS:**

- 5.1 The new VoIP telephone network shall utilize City's Cisco data infrastructure to provide connectivity to the desktop and between facilities.
- 5.2 The Contractor shall have as a part of its implementation team a network engineer completely capable of analyzing and implementing proper Quality of Service configurations necessary to support VOIP on existing City network devices. This person shall be available throughout the implementation phase of the project to assist the project team with the VoIP assessment engineering and configuration recommendations for implementing IP telephony across the City's existing WAN/LAN.
- 5.3 The Contractor must provide a complete VoIP network assessment and make recommendations on any configuration changes needed to support the proposed system, including the following:
  - 5.3.1 Traffic Emulation – The Contractor must deploy software at each City location to be serviced by the VoIP telephone system that generates VoIP traffic. The test must be run for a minimum of 48 hours during the normal business week.
  - 5.3.2 WAN – Emulate 30% of all remote telephone users traversing the WAN.
  - 5.3.3 LAN – Emulate 30% of a building's telephone users traversing the building LAN.
- 5.4 The Contractor shall provide a report that identifies any errors, including any latency and jitter issues, and shall provide recommended resolutions.
- 5.5 The Contractor shall provide detailed LAN/WAN configuration specification and best practices required to support all installed VoIP components.
- 5.6 Implementation
  - 5.6.1 The Contractor is responsible for working with the City to understand its IP addressing scheme and for implementing this scheme to support all applications provided under the RFP.

- 5.6.2 The Contractor is responsible for working with the City to ensure the proper VLAN and QoS configurations are implemented to support all applications provided under this RFP.
- 5.6.3 The Contractor is responsible for working with the City to develop SNMP configurations and passwords for all devices provided under this RFP.
- 5.6.4 The Contractor shall be responsible for working with the City to implement security features as required by the City and the City's systems.
- 5.6.5 The Contractor is to use Category 6 patch cables (provided by the City) to connect all equipment to the network devices.
- 5.6.6 The Contractor shall be responsible for installing IP addresses in each device put in place as part of this project and to ensure network visibility.

**6. CITY LOCATIONS SERVICED BY CITY OWNED WIRELESS CONNECTION:**

- 6.1 The City is currently utilizing a Cisco Aironet 350 to provide (5) Meg wireless data network services to the Water Plant. The antenna's utilize to support this service are located on the Public Works tower and the Water Plant.
- 6.2 Please provide a design recommendation along with drawings that will enable this location to be added to the proposed telephone and voice mail system, assuming that existing wireless connection will remain unchanged. Ideally the design will allow the following:
  - 6.2.1 The telephones will be the same as those provided at the other locations throughout the City.
  - 6.2.2 Local inbound and outbound calls will be routed over the analog trunks.
  - 6.2.3 Outbound toll calls and internal four-digit dialing to and from other City locations will be routed across the WAN network.
  - 6.2.4 Ensure limited to no degradation in call quality.

**7. PSTN NETWORK SERVICES**

- 7.1 Functional Description and General Information
- 7.2 This section is designed to furnish the City with a total turn-key installation. "Turn-key" includes provision of materials and equipment, installation, configuration, testing, provisioning, and documentation.
- 7.3 The service requested will consist of ISDN-PRI, switched long distance and analog line and trunk service. ISDN-PRI service will be delivered to the City's City Hall and Police HQ facilities, and analog services will be delivered as outlined below. These circuits will be used for all incoming and outgoing calls throughout the City.
- 7.4 PSTN Network Requirements
  - 7.4.1 All PRI circuits will operate as a single trunk group.
  - 7.4.2 If the PRI circuits are busy in one location, the DID number will route to the alternate location.
  - 7.4.3 DID numbers will be assignable to any location.
  - 7.4.4 The vendor must be able to use the existing telephone numbers.
  - 7.4.5 If there is a failure at any of the locations (equipment or network), calls will route to the alternate location.
  - 7.4.6 Support inbound DID and outbound traffic over the same B-channel.
  - 7.4.7 Support non-sequential DID numbers.
  - 7.4.8 Provide inbound calling party number identification.
  - 7.4.9 Ability to add incoming calling party name information.

- 7.4.10 Support outgoing calling party number identification as defined by the City telephone system.
- 7.4.11 Support E911 call routing
- 7.4.12 Provide the City access to update the ANI/ALI database associated with their trunks and DID range.
- 7.5 Contractor will be required to order CSR records from AT&T and verify that all circuits are properly identified and moved as appropriate to their service.
- 7.6 Provide E911 call screening for the transmission of the calling party information provided by the City's PBX system via the ISDN-PRI facility to local emergency services authorities. This service will allow the PSAP to acquire the specific location on the City's premises where a 911 call originated through a database lookup at the time the call is presented to the PSAP.
- 7.7 Provide the City access to update the ANI/ALI database associated with their trunks and DID range.
- 7.8 The provider shall install the service and extend it from the DMARC location to the City Hall Data Center and Police HQ MER.
- 7.9 All PRIs shall be terminated on "Smart Jacks" (RJ48 jacks).
- 7.10 The provider shall be responsible for tagging and labeling all circuits and interface equipment provided with the proper circuit ID and telephone number. In addition, they will provide the City with a list of all provided circuits and detailed account information.

**PART VI**

**RESPONDENT PROVIDED INFORMATION**

**1. TELEPHONE & VOICE MAIL REDUNDANCY & SYSTEM BACKUP**

- 1.1 Provide a detailed description of the geographically diverse redundancy configuration on the proposed telephone and voice mail system platforms including:
  - 1.1.1 How are databases and messages synchronized and how much bandwidth is required to provide geo redundancy under the following conditions:
    - 1.1.1.1 Normal operation?
      - 1.1.1.1.1 Telephone System
      - 1.1.1.1.2 Voice Mail System
    - 1.1.1.2 Synchronization after restoration of service
      - 1.1.1.2.1 Telephone System
      - 1.1.1.2.2 Voice Mail System
  - 1.1.2 What is the impact when the primary call control/server fails on the telephone system?
    - 1.1.2.1 What happens to live calls?
    - 1.1.2.2 How are the telephones affected?
    - 1.1.2.3 How is service affected when the primary call control/ server is restored?
  - 1.1.3 What happens when the primary voice mail server fails?
    - 1.1.3.1 How is call answering affected?
    - 1.1.3.2 How is message retrieval handled?
    - 1.1.3.3 What happens when the primary server is restored?
  - 1.1.4 Provide an explanation on the backup process for the telephone and voice mail systems including frequency, media and storage requirements for the following:
    - 1.1.4.1 Telephone system database
    - 1.1.4.2 Voice Mail system database and greetings
    - 1.1.4.3 Voice Mail system messages

## 2. **MOBILITY**

2.1 The City provides Sprint/Nextel cellular and push-to-talk service to City employees. It is estimated that about 250 of the cellular users also have a desk phone in their office. The City is interested in exploring how they can leverage the mobility, soft phone, and virtual user functionality of the proposed telephone system and the flexibility and convenience of the Sprint/Nextel cellular and push to talk services to provide the following capabilities:

- 2.1.1 Single Number Reach for Mobile User – Allow user to define when and how calls that are presented to a user's PBX desk or soft telephone, mobile or stationary device, including the following:
  - 2.1.1.1 Time of day and day of week
  - 2.1.1.2 Call ringing location
  - 2.1.1.3 Desk phone
  - 2.1.1.4 Cell phone
  - 2.1.1.5 Other location
  - 2.1.1.6 Simultaneous at desk phone and designated alternate
  - 2.1.1.7 Number of rings before forwarding
- 2.1.2 Call Hand Off – Allow user to hand off active call from desk phone to mobile or from mobile to desk phone without interrupting the call.
- 2.1.3 Call Control – Allow user to access PBX features, including the ability to transfer, conference, and place outgoing calls utilizing simple feature/access codes.
- 2.1.4 Presence – Mobile device users' availability will be updated based on the current state of the telephone.
- 2.1.5 Instant Messaging – Provide the ability to send and receive secure text messages from the presence application to the user's mobile telephone.

2.2 Please provide a detailed description and recommendation on how the above feature functionality would be provided for up to 100 users on the proposed system including:

- 2.2.1 What is the preferred method of providing connectivity to the Sprint Network
- 2.2.2 What features would need to be implemented on the proposed system and Nextel network to support this service
- 2.2.3 What affect does your solution have on the PSTN requirements and cellular usage
- 2.2.4 Would the City be able to reduce the number of physical instruments
- 2.2.5 Is a client required on the cell phone and if so what phones are supported
- 2.2.6 What feature functionality is supported on the cell phone
- 2.2.7 Does the proposed solution provide a means by which a user on the telephone system can communicate directly with push to talk user on the Nextel network?

**3. INSTALLATION METHODOLOGY AND DRAWINGS:**

**3.1 Installation Methodology**

**3.1.1** Provide a detailed description with diagrams of how the proposed system will installed. Include the following:

**3.1.1.1** Time line beginning with contract signing

**3.1.1.2** Logical description of how the equipment/systems will be rolled out to all locations

**3.1.1.3** Database collection

**3.1.1.4** Network assessment

**3.1.1.5** Application deployment

**3.1.1.6** Training

**3.1.1.7** Acceptance and warranty

**3.2** Provide a rack diagram for all locations including but not limited to servers, gateways, and card cages.

**3.3** Provide a complete network diagram depicting all physical and logical inter- and intra-building network facilities to be utilized in the installation, including the required number of network ports with a description of how each phase will be implemented.

4. **ACCEPTANCE TESTING:**

- 4.1 Provide the manufacturer's recommended installation and acceptance test plan for all proposed products and applications.

**5. SOFTWARE UPGRADES:**

- 5.1** Provide a detailed description of what is included in the proposed software upgrade maintenance, including the following:
  - 5.1.1** What type of upgrades are included (e.g., major or release, minor or versions, updates and patches)?
  - 5.1.2** What is the frequency of each upgrade?
  - 5.1.3** How many of each type of upgrade were required over the past year on the proposed products?
  - 5.1.4** How is each of the upgrades accomplished/implemented, and what impact do they have on the system availability?
  - 5.1.5** How are IP phones and gateways affected?
  - 5.1.6** What tools are used to manage the upgrades?
  - 5.1.7** Who installs the upgrades?
  - 5.1.8** What is the impact on Unified Communication Applications?
  - 5.1.9** What is the impact on system management tools?
  - 5.1.10** Do you typically offer/recommend end user and system management training after an upgrade?

**6. RESPONDENT AND SUBCONTRACTOR QUALIFICATIONS, SUPPORT CAPABILITIES, AND REFERENCES**

The Respondent shall provide information on its experience and qualifications which enable it to provide a solution for the City, including the following:

**6.1 Information about the Respondent**

- 6.1.1 Company name
- 6.1.2 Legal name (if different)
- 6.1.3 Years in business
- 6.1.4 Number of years selling systems similar to this Proposal
- 6.1.5 Contact person
- 6.1.6 Full mailing address
- 6.1.7 Telephone number
- 6.1.8 Fax number
- 6.1.9 E-mail address
- 6.1.10 Name and phone number of bonding company
- 6.1.11 Number of full-time employees
- 6.1.12 Number of technical/installation personnel (minimum of four dedicated to this project)
- 6.1.13 Names and titles of personnel who would be providing the training for the equipment in this project (attach listing of experience with similar projects)
- 6.1.14 Name of person who would be project manager for this project (attach listing of experience with similar projects)
- 6.1.15 Dunn and Bradstreet Number  
Respondent - \_\_\_\_\_  
Voice Manufacturer - \_\_\_\_\_  
Other Manufacturer - \_\_\_\_\_

**6.2 Qualification and Requirements**

- 6.2.1 Be firms, corporations, individuals or partnerships normally engaged in the sale and distribution of goods or providing the services as specified herein.
- 6.2.2 Have adequate organization, facilities, equipment and personnel to ensure prompt and efficient service to the City.
- 6.2.3 A brief history of the Respondent's company including incorporation and ownership, and its experience, as well as the expertise of the staff that will be installing the products and services requested in this RFP.
- 6.2.4 Details of any cancellation of contract for non-performance of the Respondent in the past five years.
- 6.2.5 If more than one (1) company is involved in the installation, training, and/or support after installation, there must be a Prime Contractor. This Prime Contractor assumes responsibility for all other entities involved.
- 6.2.6 List Prime Contractor here: \_\_\_\_\_
- 6.2.7 The response shall include a statement from all involved Respondents agreeing that the configuration will work as specified and that all Respondents will work under the Prime

Contractor to resolve any configuration or interoperability problems during the installation process at no additional cost to the City. Write statement below.

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**6.3 Experience and Existing Customers – How many similar systems has the Respondent sold/installed?**

**6.3.1** In the area: \_\_\_\_\_

**6.3.2** Statewide: \_\_\_\_\_

**6.3.3** Nationwide: \_\_\_\_\_

**6.4 Telephone System – All prospective Respondents must provide a minimum of three installation and three maintenance references using the Attachment B form. Failure to include references with submittal may result in disqualification from consideration for award. The references must be similar in scope and size to the City's project and must demonstrate the following:**

**6.4.1** All references must be within the State of Texas.

**6.4.2** At minimum, one of the three references must have at least 900 telephones with ten (10) locations that utilize IP networking between them.

**6.4.3** References must demonstrate that the Respondent has extensive knowledge of all equipment proposed and has at least one (1) year of experience with the same system(s) in the same environment.

**6.4.4** **References will be contacted – please verify information before submitting.** Use the Attachment B form for all references. All references will be called. Please inform your contacts that a 10 to 15 minute call may be anticipated.

**6.4.5 Subcontractors/Partners**

The applicable terms and provisions of the contract documents shall bind every subcontractor. Further information about subcontractors may be requested prior to award.

Identify all subcontractors or partners used for any purposes on this Project. Experience, qualifications and references of the subcontractors shall be submitted. The City reserves the right to approve or disapprove all subcontractors prior to any work being performed. Failure to disclose subcontractors/partners may lead to disqualification. Include separate sheet(s) labeled "Subcontractors/Partners," if necessary.

Business Name	Years Experience	Type of Work	Percent of Project
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**6.4.6** References for Subcontractors/Partners – Include below three (3) references for EACH subcontractor. (Duplicate this page if needed for multiple subcontractors.) Again, preference will be given to Respondents with references for implementations at organizations most similar to the client.

**Subcontractor References will be contacted – please verify information before submitting.** Use the Attachment B form for all references. All references will be called. Please inform your contacts that a 10 to 15 minute call may be anticipated.

**6.5**      Telephones Service after Installation

6.5.1      How many service personnel trained in maintaining the proposed systems does Respondent employ in the City's area? Please indicate location closest to the City.

6.5.2      Trained Service Personnel: \_\_\_\_\_

6.5.3      Location: \_\_\_\_\_

6.5.4      Ratio of Installed Lines to Certified Techs: \_\_\_\_\_

6.5.5      Provide the address of Respondent's service center(s) closest to the City:

6.5.6      Company \_\_\_\_\_

6.5.7      Address \_\_\_\_\_

6.5.8      Telephone Number \_\_\_\_\_

6.5.9      Who will maintain parts inventory? At what location?

6.5.10     Company \_\_\_\_\_

6.5.11     Address \_\_\_\_\_

6.5.12     Telephone Number \_\_\_\_\_

6.5.13     What critical component parts are kept in stock at this location?

**6.6**      Below, please acknowledge receipt of any addenda with the number and date on the addendum document:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**6.7**      Financial statements – Upon request, financial statements from the Respondent, Manufacturer, and subcontractor(s) inclusive of cash flow sheet, income sheet, balance sheet, and asset liability statement for the last three (3) years shall be provided.

7. **PROJECT AND MAINTENANCE TEAM:**

- 7.1 Provide names, titles, resumes, and certificates of installation for project team members.
- 7.2 Provide names, job titles, and training certificates of service personnel who will be assigned to the City after installation.

**8. RESPONDENT ASSUMPTIONS:**

- 8.1** Provide a complete list of any equipment that the City will need to provide, such as hardware, software, and servers required to support the proposed telephone system, voice mail, and all optional equipment/applications. The list will include detailed specifications and be organized to allow the City to determine which alternate or option the equipment will support.
- 8.2** The Contractor must provide all equipment, including but not limited to hardware, software, servers, and labor required to support and install the proposed telephone system, voice mail, and all optional equipment/applications proposed, unless it has been identified in this section.
- 8.3** Provide details of any other assumptions taken in preparing your response to the RFP.

9. **EXCEPTIONS AND CLARIFICATIONS**

- 9.1 Respondents may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions must be clearly identified in this section of your response. Provide the section and paragraph number of the item which you take exception and provide a written explanation of exception including ramifications, disadvantages or advantages or to be incurred by the City as a result of the exception.

**10. COST:**

- 10.1 Provide all costs requested in Exhibit A Telephone System Cost Work Sheet and Exhibit B PSTN Cost Work Sheet of the RFP and insert a hard copy of the completed work sheets in this section of the response and a soft copy in MS Excel format with the original copy of the response.

**11. BILL OF MATERIAL AND SPECIFICATIONS:**

- 11.1 Provide an itemized bill of material (BOM) including all hardware, software, and labor for all voice, voice mail, and optional applications proposed in response to this RFP.
- 11.2 Provide the quantity of network connections by location that will be required to connect the core telephone system, remotes, and all peripheral equipment (excluding telephones) to the data network.
- 11.3 The following minimal system specifications are requested for all proposed products:
  - 11.3.1 Equipment dimensions
  - 11.3.2 System weight and floor loading for each configuration presented
  - 11.3.3 Special floor or cabling requirements
  - 11.3.4 Detailed electrical requirements, including frequency, voltage, amperage, grounding, etc.
  - 11.3.5 Heat dissipation
  - 11.3.6 Temperature ranges
  - 11.3.7 EMI and UL specifications and certifications
  - 11.3.8 FCC Part 68 certification

**ATTACHMENT A**  
**CITY OF ROUND ROCK**  
**INSURANCE REQUIREMENTS**

1. **INSURANCE:** The Vendor shall procure and maintain at its sole cost and expense for the duration of the contract or purchase order resulting from a response to this bid/Specification insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the work as a result of this bid by the successful bidder, its agents, representatives, volunteers, employees or subcontractors.
  - 1.1. Certificates of Insurance and endorsements shall be furnished to the City and approved by the City before work commences.
  - 1.2. The following standard insurance policies shall be required:
    - 1.2.1. General Liability Policy
    - 1.2.2. Automobile Liability Policy
    - 1.2.3. Worker's Compensation Policy
  - 1.3. The following general requirements are applicable to all policies:
    - 1.3.1. Only insurance companies licensed and admitted to do business in the State of Texas shall be accepted.
    - 1.3.2. Deductibles shall be listed on the Certificate of Insurance and are acceptable only on a per occurrence basis for property damage only.
    - 1.3.3. Claims made policies shall not be accepted, except for Professional Liability Insurance.
    - 1.3.4. Upon request, certified copies of all insurance policies shall be furnished to the City
    - 1.3.5. Policies shall include, but not be limited to, the following minimum limits:
      - 1.3.5.1. Minimum Bodily Injury Limits of \$300,000.00 per occurrence.
      - 1.3.5.2. Property Damage Insurance with minimum limits of \$50,000.00 for each occurrence.
      - 1.3.5.3. Automobile Liability Insurance for all owned, non-owned, and hired vehicles with minimum limits for Bodily Injury of \$100,000.00 each person, and \$300,000.00 for each occurrence, and Property Damage Minimum limits of \$50,000.00 for each occurrence.
      - 1.3.5.4. Statutory Worker's Compensation Insurance and minimum \$100,000.00 Employers Liability Insurance.
    - 1.3.6. Coverage shall be maintained for two years minimum after the termination of the Contract.
  - 1.4. The City shall be entitled, upon request, and without expense to receive copies of insurance policies and all endorsements thereto and may make reasonable request for deletion, revision, or modification of particular policy terms, conditions, limitations, or exclusions (except where policy provisions are established by law or regulation binding either of the parties hereto or the underwriter of any of such policies). Upon such request by the City, the Vendor shall exercise reasonable efforts to accomplish such changes in policy coverage and shall pay the cost thereof. All insurance and bonds shall meet the requirements of the bid specification and the insurance endorsements stated below.
  - 1.5. Vendor agrees that with respect to the required insurance, all insurance contracts and certificate(s) of insurance will contain and state, in writing, on the certificate or its attachment, the following provisions:
    - 1.5.1. Provide for an additional insurance endorsement clause declaring the Vendor's insurance as primary.
    - 1.5.2. Name the City and its officers, employees, and elected officials as additional insured's, (as the interest of each insured may appear) as to all applicable coverage.
    - 1.5.3. Provide thirty days notice to the City of cancellation, non-renewal, or material changes
    - 1.5.4. Remove all language on the certificate of insurance indicating:
      - 1.5.4.1. That the insurance company or agent/broker shall endeavor to notify the City; and,
      - 1.5.4.2. Failure to do so shall impose no obligation of liability of any kind upon the company, its agents, or representatives.
    - 1.5.5. Provide for notice to the City at the addresses listed below by registered mail:

- 1.5.6.** Vendor agrees to waive subrogation against the City, its officers, employees, and elected officials for injuries, including death, property damage, or any other loss to the extent same may be covered by the proceeds of insurance.
- 1.5.7.** Provide that all provisions of this contract concerning liability, duty, and standard of care together with the indemnification provision, shall be underwritten by contractual liability coverage sufficient to include such obligations within applicable policies.
- 1.5.8.** All copies of the Certificate of Insurance shall reference the project name, bid number or purchase order number for which the insurance is being supplied.
- 1.5.9.** Vendor shall notify the City in the event of any change in coverage and shall give such notices not less than thirty days prior notice to the change, which notice shall be accomplished by a replacement Certificate of Insurance.
- 1.5.10.** All notices shall be mailed to the City at the following addresses:

**Assistant City Manager**  
**City of Round Rock**  
**221 East Main**  
**Round Rock, TX 78664-5299**

**City Attorney**  
**City of Round Rock**  
**309 East Main**  
**Round Rock, TX 78664**

**2. WORKERS COMPENSATION INSURANCE**

- 2.1.** Texas Labor Code, Section 406.098 requires workers' compensation insurance coverage for all persons providing services on building or construction projects for a governmental entity.
  - 2.1.1.** Certificate of coverage ("certificate") - A copy of a certificate of insurance, a certificate of authority to self-insure issued by the Texas Workers' Compensation Commission, or a coverage agreement (TWCC-81, TWCC-82, TWCC-83, or TWCC-84), showing statutory workers' compensation insurance coverage for the person's or entity's employees providing services on a project, for the duration of the project.
  - 2.1.2.** Duration of the project - includes the time from the beginning of the work on the project until the CONTRACTOR'S /person's work on the project has been completed and accepted by the OWNER.
- 2.2.** Persons providing services on the project ("subcontractor") in Section 406.096 - includes all persons or entities performing all or part of the services the CONTRACTOR has undertaken to perform on the project, regardless of whether that person contracted directly with the CONTRACTOR and regardless of whether that person has employees. This includes, without limitation, independent contractors, subcontractors, leasing companies, motor carriers, owner-operators, employees of any such entity, or employees of any entity, which furnishes persons to provide services on the project. "Services" include, without limitation, providing, hauling, or delivering equipment or materials, or providing labor, transportation, or other service related to a project. "Services" does not include activities unrelated to the project, such as food/beverage vendors, office supply deliveries, and delivery of portable toilets.
- 2.3.** The CONTRACTOR shall provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, that meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all employees of the CONTRACTOR providing services on the project, for the duration of the project.
- 2.4.** The CONTRACTOR must provide a certificate of coverage to the OWNER prior to being awarded the contract.
- 2.5.** If the coverage period shown on the CONTRACTOR'S current certificate of coverage ends during the duration of the project, the CONTRACTOR must, prior to the end of the coverage period, file a new certificate of coverage with the OWNER showing that coverage has been extended.
- 2.6.** The CONTRACTOR shall obtain from each person providing services on a project, and provide to the OWNER:
  - 2.6.1.** a certificate of coverage, prior to that person beginning work on the project, so the OWNER will have on file certificates of coverage showing coverage for all persons providing services on the project; and
  - 2.6.2.** no later than seven calendar days after receipt by the CONTRACTOR, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project.
- 2.7.** The CONTRACTOR shall retain all required certificates of coverage for the duration of the project and for one year thereafter.

- 2.8.** The CONTRACTOR shall notify the OWNER in writing by certified mail or personal delivery, within 10 calendar days after the CONTRACTOR knew or should have known, or any change that materially affects the provision of coverage of any person providing services on the project.
- 2.9.** The CONTRACTOR shall post on each project site a notice, in the text, form and manner prescribed by the Texas Workers' Compensation Commission, informing all persons providing services on the project that they are required to be covered, and stating how a person may verify coverage and report lack of coverage.
- 2.10.** The CONTRACTOR shall contractually require each person with whom it contracts to provide services on a project, to:
- 2.10.1.** provide coverage, based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, that meets the statutory requirements of Texas Labor Code, Section 401.011(44) for all its employees providing services on the project, for the duration of the project;
  - 2.10.2.** provide to the CONTRACTOR, prior to that person beginning work on the project, a certificate of coverage showing that coverage is being provided for all employees of the person providing services on a project, for the duration of the project;
  - 2.10.3.** provide the CONTRACTOR, prior to the end of the coverage period, a new certificate of coverage showing extension of coverage, if the coverage period shown on the current certificate of coverage ends during the duration of the project;
    - 2.10.3.1.** obtain from each other person with whom it contracts, and provide to the CONTRACTOR:
      - 2.10.3.1.1.** a certificate of coverage, prior to the other person beginning work on the project; and
      - 2.10.3.1.2.** a new certificate of coverage showing extension of coverage, prior to the end of the coverage period, if the coverage period shown on the current certificate of coverage ends during the duration of the project
    - 2.10.3.2.** retain all required certificates of coverage on file for the duration of the project and for one year thereafter;
    - 2.10.3.3.** notify the OWNER in writing by certified mail or personal delivery, within 10 calendar days after the person knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project; and
    - 2.10.3.4.** contractually require each person with whom it contracts, to perform as required by paragraphs (A thru G), with the certificates of coverage to be provided to the person for whom they are providing services.
    - 2.10.3.5.** By signing the solicitation associated with this specification, or providing, or causing to be provided a certificate of coverage, the Contractor is representing to the Owner that all employees of the Contractor who will provide services on the project will be covered by workers' compensation coverage for the duration of the project, that the coverage will be based on proper reporting of classification codes and payroll amounts, and that all coverage agreements will be filed with the appropriate insurance carrier or, in the case of a self-insured, with the Commission's Division of Self-Insurance Regulation. Providing false or misleading information may subject the Contractor to administrative penalties, criminal penalties, civil penalties, or other civil actions.
    - 2.10.3.6.** The Contractor's failure to comply with any of these provisions is a breach of contract by the Contractor that entitles the Owner to declare the contract void if the Contractor does not remedy the breach within ten calendar days after receipt of notice of breach from the owner.

**ATTACHMENT B**

**Please Complete and Return This Form with the Solicitation Response**

**SOLICITATION NUMBER: RFP 10-005 – CITY WIDE TELEPHONE SYSTEM**

**BIDDER'S NAME:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**MARK EITHER: INSTALLATION:** \_\_\_\_\_ **MAINTENANCE:** \_\_\_\_\_ **or SUBCONTRACTOR:** \_\_\_\_\_

Provide the name, address, telephone number and point of contract of at least three (3) firms that have utilized similar service for at least two (2) years. References may be checked prior to award. Failure to provide the required information or any negative responses received may result in disqualification of bid.

1. Company's Name \_\_\_\_\_  
Name of Contact \_\_\_\_\_  
Title of Contact \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (     ) \_\_\_\_\_ Fax Number (     ) \_\_\_\_\_  
Installation Date \_\_\_\_\_  
System Description \_\_\_\_\_  
No. of Lines/Ports/Jacks \_\_\_\_\_  
No. of Networked Locations \_\_\_\_\_

2. Company's Name \_\_\_\_\_  
Name of Contact \_\_\_\_\_  
Title of Contact \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (     ) \_\_\_\_\_ Fax Number (     ) \_\_\_\_\_  
Installation Date \_\_\_\_\_  
System Description \_\_\_\_\_  
No. of Lines/Ports/Jacks \_\_\_\_\_  
No. of Networked Locations \_\_\_\_\_

3. Company's Name \_\_\_\_\_  
Name of Contact \_\_\_\_\_  
Title of Contact \_\_\_\_\_  
E-Mail Address \_\_\_\_\_  
Present Address \_\_\_\_\_  
City, State, Zip Code \_\_\_\_\_  
Telephone Number (     ) \_\_\_\_\_ Fax Number (     ) \_\_\_\_\_  
Installation Date \_\_\_\_\_  
System Description \_\_\_\_\_  
No. of Lines/Ports/Jacks \_\_\_\_\_  
No. of Networked Locations \_\_\_\_\_